

## 2019/20 Council Plan key activity progress – Quarter 2

### Summary:

#### Our Priority – to make Chesterfield a thriving borough

Aim	Activity number	Activity	RAG	Progress
Chesterfield Borough – A great place to live, work and visit	1	Open the Saltergate multi-storey car park	✓	<p>The opening ceremony for the new Saltergate Multi Storey Car Park took place Monday 29 July 2019. The car park offers 12,990 sq.ms arranged over five levels, delivering 526 car parking spaces which include 32 disabled spaces and 15 parent and child spaces and 6 spaces offering electric vehicle charging points, with a further 10 spaces enabled for conversion to electric charging as demand increases.</p> <p>There is an upward trajectory for usage rising from 762 entries on the first full week of operation in August up to 2048 entries for the week ending 20.10.19.</p>
	2	Complete public realm improvements at Northern Gateway		The public realm improvements on Elder Way will provide a direct link through the site from the B6543 and will not only enhance the site as a point of destination but also provide a safer and more attractive link to new development

			<p>sites and transport links. The design work is being finalised, but key features include:</p> <ul style="list-style-type: none"><li>• Improving pedestrian access and experience by removing potential obstacles and decluttering the streetscene</li><li>• The introduction of trees into the street</li><li>• Reconstruction and improvements to existing footways</li><li>• Pavement widening to create opportunities for food outlets on the ground floor of the Elder Way development to create outdoor space</li><li>• Provision of loading bays</li><li>• Taxi rank improvements on Knifesmithgate</li><li>• Some road surfacing</li><li>• Pedestrian crossing improvements including upgrades to Zebra Crossing and traffic light controlled crossings to Elder Way / Saltergate junction, Elder Way and Knifesmithgate</li></ul> <p>Formal consultation on Traffic Regulation Order changes has commenced. A cost plan is being produced to confirm scheme and develop tender documentation.</p> <p>Work on the improvements is scheduled to take place in early 2020 and be completed later in the year.</p>
--	--	--	--

			<p>The site was subject to a pre-planning commencement planning condition for an archaeological field investigation. This resulted in a delayed start on site for the construction programme and revised completion date for the centre of December 2020.</p> <p>There have been further complications at the site with the archaeological field investigations being delayed due to the discovery of asbestos at the site requiring remediation. This will be completed in October 2019.</p> <p>Procurement of a design and build contractor continues to progress.</p>
	3	Commence the construction of the Northern Gateway Enterprise Centre	<p>The site was subject to a pre-planning commencement planning condition for an archaeological field investigation. This resulted in a delayed start on site for the construction programme and revised completion date for the centre – moving from March 2020 to December 2020.</p> <p>There have been further complications at the site with the archaeological field investigations being delayed due to the discovery of asbestos at the site requiring remediation. This will be completed in October 2019.</p> <p>Procurement of a design and build contractor continues to progress.</p>

	4	Commence residential development at Waterside	✓	<p>The construction of 177 new homes at Waterside by Avant Homes has commenced. This has been supported by the completion of the bridge off Brimington Road which supports access to the Avant site.</p> <p>Developers are continuing to secure investment to enable the private rented sector scheme for the Canal Basin site.</p>
	5	Complete the HS2 Station Masterplan		<p>A vision document has been produced and the development of a communications and consultation plan to inform the masterplan is underway with consultation due to start in the new year. Progress has been made on land acquisition to support the station link road and delivery of the masterplan.</p>
	6	Complete the Visitor Economy Action Plan		<p>An initial context paper has been prepared for the Visitor Economy Action Plan and we are currently completing an audit which looks at and assesses our tourism assets attractions and will provide a better understanding of our core tourism/visitor offer in Chesterfield and how investments such as Peak Resort will influence/change this as they develop.</p> <p>There will be workshops and consultation in December and January and the Action Plan will evolve from these documents and briefings and engagements with stakeholders, and be</p>

			<p>adopted by the Council ensuring that the economy and communities of Chesterfield are in the best place to benefit from the developments in the visitor economy.</p> <p>Figures available from September 2019 (for the end of year 2018) show that tourism in the borough accounted for £184.1 million in 2018 – an increase of 5.1 per cent on 2017. In 2018 Chesterfield welcomed 3.7 million visitors – an increase of 1.3% from 2017. More of these visitors are staying overnight (321k) which is 1.4% higher than in 2017.</p> <p>2,221 full time equivalent employees are directly supported the tourism sector, an uplift of 2.6% from 2017.</p>
7	Develop options for the refurbishment of the George Stephenson’s Memorial Hall		<p>The budget for the project has been agreed by Cabinet in October.</p> <p>The formal procurement process to appoint the consultants to advise the Council on developing options for the George Stephenson Memorial Hall will commence in November, and the plan is for the consultants to commence work early in 2020. The presentation of the long list of options will be available in March 2020.</p>

Vibrant town centres	8	Deliver a programme of town centre events	<p>Our events programme continues to grow with highlights for the year including:</p> <p>The annual Chesterfield walking festival continues to be well supported with 1185 tickets being booked – 83% of the total tickets available. The festival showcased Chesterfield, North East Derbyshire and Bolsover and included some Chesterfield town centre walks and accessible walks including buggy walks and walking for health activity.</p> <p>The Medieval Fun Day took place on 31 July 2019, and the Chesterfield Well Dressing took place on 2-14 September 2019.</p> <p>The 1940s Market will take place in October and the Christmas Lights Switch On in November.</p> <p>Alongside this we have successfully created the new Vegan Market with an initial event in May, which was well received and very well attended. Following on from this the second Vegan Market took place on 14 July 2019 and the third on 8 September 2019. Both these events were well attended. Another Vegan Market will take place on 1 December 2019.</p> <p>On 18 August 2019 the second annual Motor Fest was delivered, with cars from the vintage</p>
----------------------	---	---	---

			<p>era, classic cars, club cars and super cars being displayed, as well as entertainment and an auto jumble on the market stalls. It is estimated that more than 30,000 people attended the event.</p> <p>The monthly Artisan Market, quarterly Record Fair and Young Person's Markets are all popular and well received.</p>
9	Support the delivery of the Elder Way development	<p>The Premier Inn Development at the former Co-op building at Elder Way has been successful with Premier Inn reporting that they are trading well. Premier Inn advertised 36 staff vacancies, 20 of which were taken up by local people through the sector based work academy. Seven of the staff have now gone on to start apprenticeships with Premier Inn to further their careers.</p> <p>There are still however vacant units on the ground floor of the development. Economic Development, Kier and Destination Chesterfield are working with the developer Jomast to support the development.</p> <p>Interest is being shown in all units (but at varying stages). The Economic Development Unit, Kier and Destination Chesterfield continue to meet with Jomast and their agents</p>	

				on a quarterly basis to support the development.
	10	Develop and launch successful spend local campaign		<p>We are currently developing a campaign alongside Destination to take place in Autumn and Winter 2019 to support our town centre and independent traders and to encourage additional spend in our local economy, contributing to our distinctiveness and climate change agenda.</p> <p>The next Your Chesterfield/Our Homes includes a two-page feature which highlights Chesterfield's shopping offer, key festive dates and special offers.</p> <p>The social media and web campaign will begin shortly.</p>
Build a stronger business base	11	Organise and host the Skills Conference		<p>Our second annual skills conference will take place on 26 February 2020 and will be held at Ringwood Hall.</p> <p>We will be bringing the business and education community together to focus on activity to equip Chesterfield's future workforce with the skills they need to access future employment.</p> <p>While the programme for the day is still be finalised there is likely to be a focus on STEM</p>

				<p>(science, technology, engineering, maths) and higher level skills.</p> <p>Local success stories will be showcased including AECOM's STEM ambassador work and their higher and degree level apprenticeship programme with the University of Derby.</p> <p>North Derbyshire Careers Hub will also feature in the conference with involvement from their student leadership teams.</p>
--	--	--	--	--

### Our Priority - Improving the quality of life for local people

<b>Aim</b>	<b>Activity Number</b>	<b>Activity</b>	<b>RAG</b>	<b>Progress</b>
Provide quality housing and improve housing conditions across the borough	12	Complete a borough wide private sector stock condition survey		<p>A partnership approach to this work has been agreed across Derbyshire with Derby City Council carrying out the stock condition work on behalf of all Derbyshire districts and the county council. This initial work will be completed in December 2019.</p> <p>An extension to the contract has been successfully negotiated with Derby City Council</p>

				to provide further analysis and insight which is in addition to the initial stock condition survey. Funding for the extended project has been provided via the Better Care Fund from Derbyshire County Council.
	13	Complete estate and environmental improvements phase 1 at Barrow Hill and commence phase 2 of estate improvement works.		<p>Works are continuing on the site at Barrow Hill to undertake an Environmental Improvement Project. The project has been facilitated in two phases and started in June 2018. The works include 15 new roofs, 20 new sets of windows, landscaping around 6 blocks of flats and 30 additional parking spaces.</p> <p>Phase 1 is behind planned schedule due to design issues and inclement weather conditions.</p> <p>The work snagging process has started on site to identify and rectify any faults. Works are due to be completed by the end of November 2019.</p> <p>Residents continue to be updated by the Council and Casey Group liaison team.</p> <p>The cost of Phase 1 works are within the allocated project budget.</p> <p>Phase 2 is currently awaiting planning determination.</p>

	14	Continue estate improvements work at Grangewood.	<p>Excellent progress has been made on the improvement programme at Grangewood estate which includes extensive refurbishment of five residential blocks containing 150 flats and environmental improvements for the estate.</p> <p>750 new windows have been installed and new roofs for two blocks of flats have been completed. Subject to weather conditions – block rendering will be completed in November. 126 flat doors and 147 boilers are being replaced with extensive improvements to flooring within the blocks. The improvements will not only improve security and the quality of our homes but also contribute to energy reduction and climate change impact.</p> <p>The Council and contractor Fortem’s tenant liaison teams are working in partnership to deliver excellent tenant and resident liaison throughout the project. This includes events to ensure residents are kept up to date with the planned works.</p> <p>The cost of the project remains within the budget allocation.</p>
Improve our environment and	15	Develop and approve the parks and open spaces strategy and action plan	<p>The draft strategy and action plan have been developed but further consideration is required regarding naturalistic play</p>

enhance community safety				opportunities. The strategy and plan are currently scheduled for consideration by Council in February 2020.
	16	Develop a costed climate change action plan and introduce performance measures		<p>Following the declaration of a climate emergency at full Council in July 2019, a working group has now been established.</p> <p>There was an extremely positive response from community and voluntary sector groups, individuals, the business community, health and education sector to volunteer and support the group.</p> <p>The first meeting of the working group which includes 16 members of the public plus elected members is taking place in October 2019. The group will help the council to develop its action plan to positively impact on the issue of climate change.</p> <p>The costed action plan, including performance measures will be presented to full council in February 2020.</p>
Help our communities to improve their health and wellbeing	17	Open the new 3G pitch at Queen's Park	✓	<p>The pitch opened in September 2019 with peak time occupancy rates currently running at 90%.</p> <p>Landscaping work continues with tree planting, seeding and bulb planting and shrub bed planting in October 2019.</p>

<p>Reduce inequality and provide support to vulnerable people</p>	<p>18</p>	<p>Plan and deliver four equality and diversity events</p>		<p>The Chesterfield Equality and Diversity Forum co-designed an events plan to respond to locally emerging issues and interests. The events planned for 2019/20 include:</p> <ul style="list-style-type: none"> <li>• Further Autism awareness training sessions</li> <li>• A diverse Chesterfield cultural event; 'Talk 20'</li> <li>• Holocaust Memorial Day</li> <li>• International women's day</li> </ul> <p>A wide variety of community and voluntary sector groups and other key partners including Chesterfield College are involved in developing and delivering these events.</p> <p>Following the success of the Autism awareness training events in June 2019, further sessions were held in October. Over 100 people including CBC staff, partner agency staff, community and voluntary sector groups have undertaken the training and gained valuable insight into how to help and support people with autism to access services. The training looked at some myths surrounding autism and how to support staff and customers with an autism diagnosis. Feedback from the event has once again been excellent.</p>
---	-----------	--	---	--

			<p>The Forum's next event will be 'Talk 20' which will be held on 14 November. This will be a morning of awareness raising mini-workshops led by Four local community groups including Chesterfield African Caribbean Community Association, Derbyshire Gypsy Liaison Group, Asian Association of Chesterfield and North Derbyshire and Chesterfield and North Derbyshire Muslim Women's Group.</p> <p>Each workshop will focus on the contributions each community group makes to the community, challenges they may face, plus a look at misconceptions and some myth busting.</p>
	19	Plan and deliver the 2019/20 local democracy programme	<p>Nine primary schools and three secondary schools so far this year are taking part in our local democracy programme. For 2019/20 focus will be on Chesterfield's twinning links to coincide with the celebration of the 60<sup>th</sup> anniversary of our first twinning link with Darmstadt. The activities include different voting exercises and will explore why twinning links are important, promote learning of other cultures and demonstrate the benefits of working together as a team. This will support the teaching of democracy, the rule of law and mutual respect for and tolerance of others, three of the four British Values.</p>

			<p>We utilised our links with schools to increase the involvement of children and young people in our civic activity. The Act of Remembrance on Armistice Day falls on Monday 11 November - schools have been invited to attend the Act of Remembrance and lay a wreath they have made; this will support the teaching of the respect and tolerance value.</p> <p>Two school students will read the Act of Homage and Kohima Epitaph from the Town Hall balcony. We have already received a good response from the schools, with a total of 228 students scheduled to attend the service.</p>
20	Develop and deliver partnership intervention schemes to reduce the impact of child poverty		<p>In the last quarter a number of schemes aimed at reducing the impact of child poverty have been delivered with key partners including:</p> <ul style="list-style-type: none"> <li>• The Chesterfield Health and Wellbeing Partnership supported the Holiday Hunger project in Barrow Hill. The programme which is run by local volunteers, took place on Tuesdays and Thursdays during the school holidays. Around 25 children attended each session and were provided with a healthy lunch but also a range of family activities including crafts, disco, sports, a trip to Yorkshire Wildlife Park, and two trips to the Healthy Living Centre where families could swim or enjoy the play area. Some funding was also received from the</li> </ul>

				<p>Derbyshire County Council Community Leadership Fund via the County Councillor for the area</p> <ul style="list-style-type: none"><li>• The Rother Time 4 U Café event took place at St. Augustines Church in June 2019. This multi-agency event brought a range of local health and wellbeing providers into the community to raise awareness of their services and to increase access for the more vulnerable members of the community. There was an opportunity for local people to access information, help and advice, increase knowledge and skills and to raise aspirations. In addition there were free beauty treatments, crafts, a crèche, refreshments, lunch and prize draw. The event was funded through Derbyshire County Council Public Health and is a partnership project between Chesterfield Borough Council and Derbyshire County Council with support from many local partners. During the event, partner organisations had 162 conversations with the public. Live Life Better Derbyshire undertook 16 body MOTs – and referred 12 people into weight management, 10 people onto smoking cessation and 1 person to a mental health provider. Severn Trent helped 15 people to reduce water bills and debt. Citizens Advice helped 3 people with financial capability issues and 3 were</li></ul>
--	--	--	--	--

				<p>referred to the GP outreach service for benefit advice.</p> <ul style="list-style-type: none"><li>• Workpays (helping young people and adults develop the skills needed to gain/sustain employment) had 4 people sign-up.</li><li>• The Mastin Moor Community Fun Day was held in August 2019. Partnership working was displayed again between Chesterfield Borough Council, Derbyshire County Council and local partners, along with the community of Mastin Moor and the parents of Norbriggs School to deliver this community project. The project was funded jointly by Chesterfield Borough Council Housing and Chesterfield Health and Wellbeing Partnership. The event was a free one for the community of Mastin Moor. Activities included Chesterfield Football Club (Beat the Keeper), Samba Sports (cricket), Rock Box, a magic show, a teddy bears picnic, reading corner, free crafts and stalls offering health and wellbeing advice. Derbyshire County Council – Live Better Derbyshire engaged with 21 people who expressed An interest in stopping smoking and /or weight management. Citizens Advice delivered “on the spot” Money Coaching to 9 people, and signposted a further 5 to other Citizens Advice Chesterfield services.</li></ul>
--	--	--	--	--

## Our Priority – to provide value for money services

Aim	Activity Number	Activity	RAG	Progress
Become and stay financially self sufficient	21	Promote the Council's commercial service offer to residents and businesses		<p><b>Communications:</b> The communications team have continued to support commercial services with the following key activities:</p> <ul style="list-style-type: none"> <li>• Your Chesterfield July edition: A page was also dedicated to commercial building services to promote these paid-for services.</li> <li>• Your Chesterfield November edition included information about the Market café, encouraging people to visit over the Christmas period.</li> </ul> <p><b>Digital Improvement Programme:</b> Many of the outcomes around the digital improvement programme are planned to launch later on this year / early next year. Many of the actions within the project plan will positively promote the council's commercial service offer.</p> <p>Progress to date includes:</p> <ul style="list-style-type: none"> <li>• Salesforce digital platform purchased and now in the implementation stage. Once live, residents and businesses will be able to create an account with Chesterfield Borough Council and transact with us</li> </ul>

				<p>online, 24/7, at a time and place of their choosing.</p> <ul style="list-style-type: none"><li>• A number of business processes improvements, particularly in Regulatory Services, have been identified and approved. These include changes to the way that requests are received, offering a wider range of payment options for residents and businesses, and mobilising the workforce to allow them to focus on high value / income generating activities. Many of the identified regulatory service process improvements have been incorporated and built into the new digital platform. The service areas are now carrying out testing on the product.</li><li>• The digital improvement team are also working with the environmental services team to identify process improvements. The redesign of business processes throughout waste management / street scene should allow the teams to focus on higher value, income generating tasks in the future.</li><li>• Exploration into the use of GOV.UK payments is now underway. If the council decide to implement this service, it will allow residents and businesses to apply and pay for commercial services, e.g. licensing applications, online.</li></ul>
--	--	--	--	--

	22	Develop a resource and transition plan for the return of PPP services		A project manager has been appointed and joins the Council at the end of October 2019. Heads of Terms are currently being developed for Chesterfield Borough Council to take on delivery of Derbyshire Dales District Council Revenues and Benefits Service from October 2020.
	23	Complete the depot review as part of the One Public Estate programme		Data gathering has commenced ready for the production of a completed feasibility report for review alongside Derbyshire County Council, North East Derbyshire District Council and other public sector partners.
	24	Achieve year 1 business plan income targets for the leisure centres		We are working with colleagues in Finance and to explore and develop opportunities for income maximisation and cost reduction. This includes further work around improving income and expenditure forecasting. It is anticipated that this work will be completed by the end of October so that it feeds into both out turn performance for 2019-20 and budget setting for 2020-21.
	25	Develop a feasibility study for the utilisation of available space at the Healthy Living Centre		The feasibility study and business case have been completed and have been reviewed by colleagues in Finance. Some further assessment is being undertaken due to the potential impact on the Councils VAT threshold from the development. Running concurrently with this, the service is actively engaged with

			colleagues at Derbyshire County Council in relation to opportunities at the Healthy Living Centre regarding aspirations relating to one public estate.
26	Achieve year 1 business plan income targets for the theatres		<p>We have developed a business plan for the venues for 2019 – 2024 which sets out our income targets and how we plan to achieve them.</p> <p>Income for the first five months of the financial year is broadly on target.</p>
27	Complete the year 1 ICT improvement programme		<p>The capability and capacity of the ICT service has improved as a result of recruitment to a number of new roles, however the key post of platform lead remains challenging to fill.</p> <p>Procurement of the Council’s digital platform is complete and development of the new solution is underway. By year end residents will be able to access a secure customer portal to obtain personalised information and request council services online.</p> <p>A number of planned improvements to our ICT applications are being implemented and the programme remains on track.</p> <p>Our ICT infrastructure is being moved from on premise to cloud hosting, which will provide</p>

			<p>greater resilience to the Council. It has been necessary to include additional systems in the year 1 work schedule to ensure that the systems remain in a supported state. The council local area network has undergone significant upgrades and all CBC buildings have been upgraded. All CBC buildings have also received a new secure corporate Wifi.</p> <p>Delivery timescales are challenging, but the programme remains on track currently.</p> <p>The roll out of Office 365 and Windows 10 has begun, successfully migrating 45% of the organisation together with provision of replacement laptops where necessary. The upgrade to a new faster and more resilient internet connection is underway. This upgrade will allow more employees to work more agilely and more productively.</p>
	28	Achieve customer services excellence accreditation	<p>Progress towards the CSE accreditation due in December 2019 is moving on well with over 50% of the evidence collected. The remaining evidence has been identified.</p>
Make our services easier to access and deliver savings through the use of technology	29	Develop a business case and resource plan for a Project Management Office	<p>The Project Management Office review has begun following the recruitment of new Executive Directors and progress remains on track.</p>

