

## DRAFT - Council Plan 2019 – 2023 – Year 2 delivery

Our vision: Putting our communities first			
<b>Our Values:</b> <ul style="list-style-type: none"> <li>• Customer focused – delivering great customer service, meeting customer needs</li> <li>• Can do – striving to make a difference by adopting a positive attitude</li> <li>• One council, one team –proud of what we do, working together for the greater good</li> <li>• Honesty and respect – embracing diversity and treating everyone fairly</li> </ul>			
Our priorities	Making Chesterfield a thriving borough	Improving the quality of life for local people	Providing value for money services
<b>Our objectives for 2019 - 2023</b>	<ul style="list-style-type: none"> <li>• Chesterfield Borough – A great place to live, work and visit</li> <li>• Vibrant town centres</li> <li>• Build a stronger business base</li> <li>• Develop an inclusive and environmentally sustainable approach to growth</li> </ul>	<ul style="list-style-type: none"> <li>• Provide quality housing and improve housing conditions across the borough</li> <li>• Improve our environment and enhance community safety for our communities and future generations</li> <li>• Help our communities to improve their health and wellbeing</li> <li>• Reduce inequality and provide support to vulnerable people</li> </ul>	<ul style="list-style-type: none"> <li>• Become and stay financially self sufficient</li> <li>• Make our services easier to access, deliver savings and reduce our environmental impact through the use of technology</li> <li>• Improve services and customer interaction by investing in our staff</li> </ul>
<b>Our key milestones for 2020/21</b>	<ul style="list-style-type: none"> <li>• Complete and open the Northern Gateway Enterprise Centre</li> <li>• Progress the land assembly plan for the next phase of the Northern Gateway</li> <li>• Continue to support the delivery of the Elder Way development</li> <li>• Waterside – commence construction of commercial development at Basin Square</li> <li>• Complete consultation, develop and adopt the HS2 station masterplan</li> <li>• Progress key site acquisition strategy to maximise HS2 benefit</li> <li>• Progress year 2 of the HS2 and you programme</li> <li>• Deliver year 1 of the Visitor Economy Action Plan</li> <li>• Deliver a programme of Borough wide events</li> <li>• Re-launch the Town Centre Forum to increase engagement and activity to promote and support the Chesterfield Town Centre economy</li> <li>• Support the development of Peak Resort and Adrenaline World, maximising the benefit for Chesterfield's economy</li> <li>• Consider the options for the refurbishment of the George Stevenson Memorial Hall and progress to design phase if viable</li> <li>• Develop schemes and initiatives including the town investment plan to maximise the Staveley Town Centre Deal potential</li> <li>• Further develop the visitor offer at the Pomegranate and Winding Wheel Theatres</li> <li>• Conduct research and develop options for alternative usage of retail space in the town centres</li> <li>• Progressing the Heart of Chesterfield programme including commencement of the Market reconfiguration project</li> <li>• Develop and adopt a long-term parking strategy including electric vehicle charging</li> <li>• Deliver new business units at Calow Lane</li> <li>• Refreshing the skills action plan to include harder to reach young people including care leavers, apprentice town and annual skills conference support</li> </ul>	<ul style="list-style-type: none"> <li>• Develop, agree and implement the Rough Sleepers Strategy</li> <li>• Assess private sector stock condition survey and develop a costed action plan for improvement</li> <li>• Deliver year 2 of the five-year housing environmental schemes programme</li> <li>• Deliver year 1 of the climate change plan</li> <li>• Develop plans to focus housing service investment to improve affordable warmth and contribute to reducing climate change impact</li> <li>• Develop and deliver schemes and trials to increase recycling rates</li> <li>• Deliver year 1 of the Parks and Open Spaces Strategy</li> <li>• Plan and deliver the 2020/21 local democracy programme with a climate change theme</li> <li>• Plan and deliver with the Equality and Diversity Forum four equality and diversity events</li> <li>• Implement the Derbyshire Care Leaver Offer</li> <li>• Deliver year 1 of the Armed Forces Covenant action plan</li> </ul>	<ul style="list-style-type: none"> <li>• Deliver the Council's Medium-Term Financial Plan and actions for 2020/21 including the business plans for leisure and venues</li> <li>• Develop the Council's Organisational Development approach further to ensure alignment of key strategies, plans, programmes and functions</li> <li>• Review the Council's commercial approach, services and investment portfolios and deliver actions resulting from the review</li> <li>• Successfully return Arvato and Kier services by October 2020</li> <li>• Deliver the activities identified in the Council's Asset Management Strategy and Plan for 2020/2021</li> <li>• Complete the second year of the ICT improvement programme.</li> <li>• Develop our future ICT Strategy for 2022/2023 onwards</li> <li>• Further develop the performance management framework to include key organisational health check measures to support service improvement</li> <li>• Achieve customer services excellence accreditation</li> <li>• Deliver the 2020/2021 activities identified in the People Plan 2019 – 2023</li> <li>• Complete the Investor in People Assessment improving silver scores in key areas</li> </ul>

## Performance measures

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