

Council Plan 2019 – 2023: Year 3 Delivery Plan

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
Review:	All activities will be risk assessed against the latest Covid-19 guidance. Changes may be required to ensure safety.

Priority – Making Chesterfield a thriving borough

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 and environmentally sustainable approach to growth
Key activities for 2021/22	<ul style="list-style-type: none"> • Progress the Covid-19 economic recovery action plan, focusing on: <ul style="list-style-type: none"> ○ Minimise the negative impact of Covid-19 in terms of business closures and jobs lost ○ Create the conditions for entrepreneurial activity and the development of a more resilient economy ○ Develop a business resilience programme with the East Midlands Chamber of Commerce ○ Support the reskilling of our residents to be home grown talent and to be able to compete in the changed economy ○ Town centres that are enabled to progress through recovery phases and able to thrive, maintaining high levels of occupancy ○ Support the Council's climate change programme, continuing to enable cycling, walking and improved public transport ○ Delivery against key economic regeneration projects • Complete and open the Northern Gateway Enterprise Centre • Progress the land assembly plan for the next phase of the Northern Gateway • Complete the Elder Way and Packers Row public realm improvements

	<ul style="list-style-type: none"> • Complete the construction of and open the Waterside office development • Refresh the Waterside masterplan and achieve planning permission for next phase of Basin Square • Complete consultation, develop and adopt the HS2 station masterplan • Deliver the first phase of the Hollis Lane Link Road to start to unlock the HS2 Station masterplan • Develop the visitor economy strategy and action plan • Deliver and support a programme of borough wide events • Support the development of Peak Resort and Summit at the Peak, maximising the benefit for Chesterfield's economy • Complete the master plan for the Stephenson Memorial Hall Project, including the project strategy, funding strategy, business case, programme plan, cost plan, procurement strategy, and risk management plan. • Staveley Town Deal if successful with bid to Government, implement Staveley Town Deal Investment Plan • Progressing the Heart of Chesterfield programme including commencement of the Market reconfiguration project • Complete the funding and delivery strategy and achieve planning permission for the Derbyshire Rail Industry Innovation Vehicle (DRIVE) project – to support site development for a new rail training and innovation centre at Barrow Hill Roundhouse • Develop a Science Technology Engineering and Maths engagement programme with schools • Develop and adopt a long-term parking strategy including electric vehicle charging
Key measures for 2021/22	<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 • Planning application decisions – quality standards met • Amount of external funding accessed for HS2 programme • Town centre occupancy rates • Innovation centre occupancy rates • Number of businesses • Number of business start-ups in the borough • Number of businesses supported to find accommodation • % 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

	<ul style="list-style-type: none"> • Key visitor economy measures to be identified within the new Visitor Economy Strategy
Additional data we will be tracking in 2021/22 to inform decision making and priorities	<ul style="list-style-type: none"> • Unemployment rates • Number of young people not in work, education or training • Key economic Census data (likely to be available in early 2022) • Businesses supported in partnership with Chamber of Commerce as part of a resilience programme

Priority – Improving quality of life for local people

Objectives for 2019 - 2023	<ul style="list-style-type: none"> • Provide quality housing and improve housing conditions across the borough • Improve our environment and enhance community safety for our communities and future generations • Help our communities to improve their health and wellbeing • Reduce inequality and provide support to vulnerable people
Key activities for 2021/22	<ul style="list-style-type: none"> • Progress the Covid-19 community recovery approach, focusing on: <ul style="list-style-type: none"> ○ Material insecurity - supporting individuals and families that are feeling the effects of material insecurities, such as food, housing, financial hardship ○ Mental health and wellbeing – supporting vulnerable individuals that need low level and clinical mental health support, recognising that there are increasing numbers of people struggling with specific mental health and wellbeing issues stemming from the increasing challenges brought about by COVID-19 ○ Social connectedness – supporting those significant numbers of individuals that are showing signs of loneliness and that lack social connection, and without support will begin to suffer from more significant mental health difficulties • Developing private sector housing improvement plan (following on from audit work in 2020/21) to focus on protecting private tenants and landlord engagement, education and enforcement • Refresh the Rough Sleeper Strategy to build on the Homelessness Covid-19 response and recovery • Complete the £7.1 million modernisation programme of Council homes at Pullman Close, Mallard Court, Leander Court and Aston Court in Staveley

	<ul style="list-style-type: none"> • Support key Covid-19 schemes including assisting with community response, testing and mass vaccination programmes • Deliver year 2 of the climate change plan including progressing the climate change communication and engagement strategy • Develop the parks and open strategy and action plan • Develop outdoor leisure programme to enable people of all ages and abilities to improve their physical and mental health and wellbeing • Develop a new local democracy campaign • Plan and deliver with the Equality and Diversity Forum four equality and diversity events • Develop and deliver the LGBT+ research project to coincide with Census 2021 delivery • Complete the commemorations review and develop action plan • Deliver year 2 of the Armed Forces Covenant action plan • Working with partners to extend the care leaver offer and maintain progress
Key measures for 2021/22	<ul style="list-style-type: none"> • Number of new Council homes developed • Percentage of Council Homes meeting decent homes standard • Average SAP rating for CBC properties – Note could change under emerging housing and climate change legislation • Number of people supported via Careline and Neighbourhoods teams • Number of homeless preventions per annum • Number and amount spent on disabled facilities grants and adaptations • Additional amount of benefits claimed due to Council support • Number of people engaged in our outdoor leisure programme • Number of green flag rated parks and open spaces
Additional data we will be tracking in 2021/22 to inform decision making and priorities	<ul style="list-style-type: none"> • Census data (likely to be available in early 2022) • Health profile • Child poverty measures • Welfare and benefits data • Corporate parenting board data – care leavers • Armed Forces research project (Derbyshire Armed Forces Partnership) • Equality and Diversity public sector duty data • LGBT+ research project • Active people survey • Sport and leisure surveys • Findings from community and voluntary engagement activity

Priority – Providing value for money services

Objectives for 2019 - 2023	<ul style="list-style-type: none"> • Become and stay financially self sufficient • Make our services easier to access, deliver savings and reduce our environmental impact through the use of technology • Improve services and customer interaction by investing in our staff
Key activities for 2021/22	<ul style="list-style-type: none"> • Deliver the Council's Medium-Term Financial Plan and actions for 2021/22 • Develop and launch the Council's Organisational Development approach to maximise delivery of the Council Plan and key functions • Focus on responsive and efficient deployment of Government Covid-19 support schemes for businesses and residents • Deliver our 2021/22 ICT improvement programme actions including further development and promotion of the MyChesterfield digital account • Develop our future ICT strategy to maintain and enhance our digital improvement journey • Review the Council's commercial approach, services and investment portfolios and deliver actions resulting from the review • Undertake an exploration project to re-shape asset management priorities to maximise assets for operational service delivery, council plan priority areas including value for money • Responding to and developing plans for re-engaging communities with leisure and cultural facilities to maximising customer safety, health, wellbeing and value for money • Improve communication and engagement channels to reach and influence a wider audience for key messaging • Complete the Investor in People Assessment improving silver scores in key areas
Key measures for 2021/22	<ul style="list-style-type: none"> • Satisfactory opinion from external auditor re VFM conclusion • Void levels on commercial properties • IIP Scores • Number of CBC apprentices • Council tax, rent and NNDR collection rates • Increase in self-service transactions • MyChesterfield take up • Website hits • Twitter, facebook, LinkedIn, You Tube and Instagram numbers • Average call response times • Net promoter scores for theatres and leisure (subject to Covid-19 restrictions)

Additional data we will be tracking in 2021/22 to inform decision making and priorities	<ul style="list-style-type: none">• Trend information from complaints (new complaints system due in 2021/22 – which will improve data• Service level consultation information• IIP employee survey
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