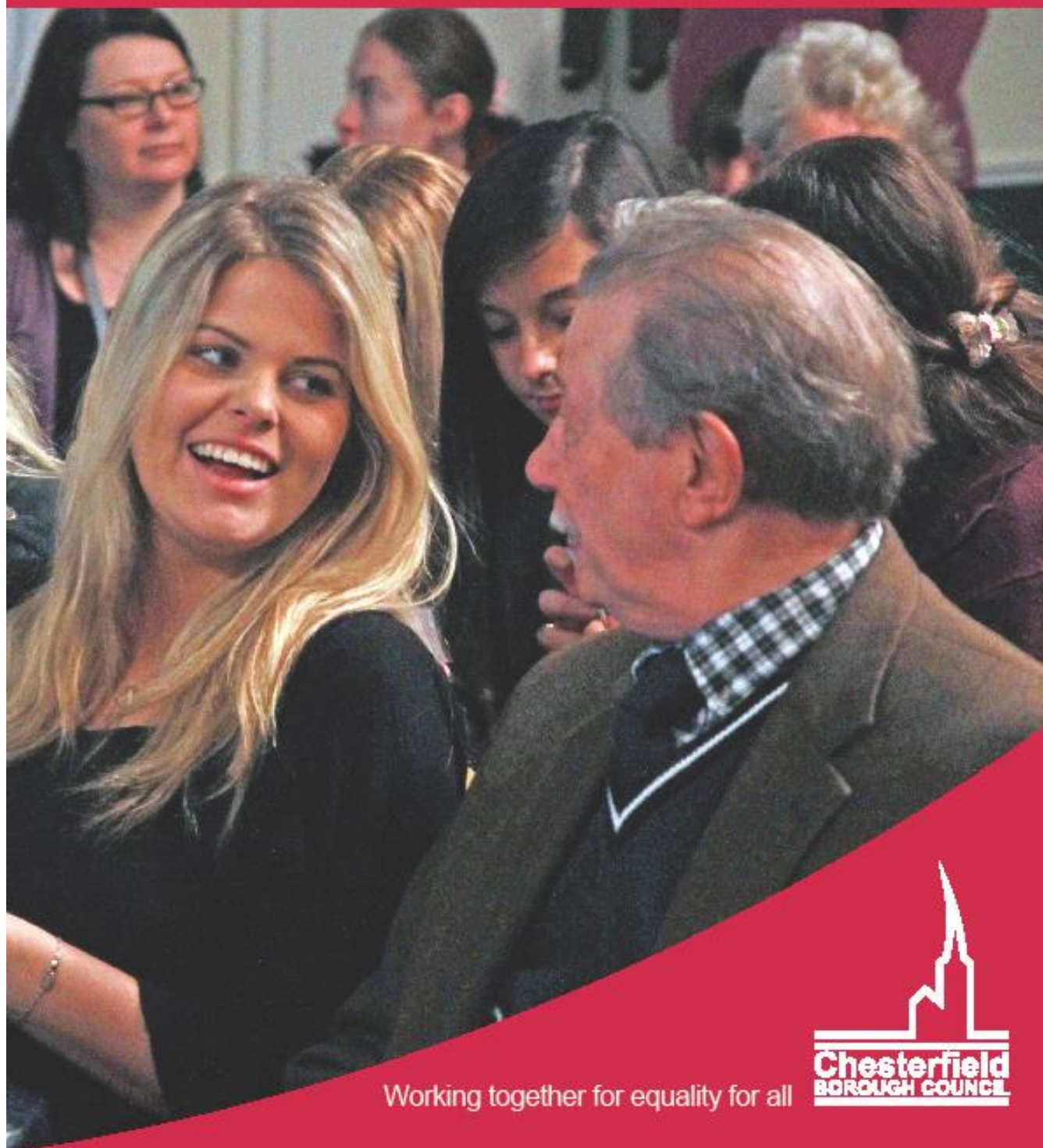


Chesterfield Borough Council  
Equalities Annual Report  
2013/2014



Working together for equality for all



## ARE WE ACCESSIBLE TO YOU?

If not, ask us

- ✓ We want everyone to be able to understand us.
- ✓ We want everyone to be able to read our written materials.
- ✓ We aim to provide what you need for you to read, talk, and write to us.

### **On request we will provide free:**

- ✓ Language interpreters, including for British Sign Language.
- ✓ Translations of written materials into other languages.
- ✓ Materials in braille, large print, on tape, in Easy Read.

### **Please contact us:**

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1. INTRODUCTION FROM COUNCILLOR SHARON BLANK, EXECUTIVE MEMBER FOR CUSTOMERS AND COMMUNITIES

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- 1.1 Welcome to Chesterfield Borough Council's Equalities Annual Report for 2013/2014. This report highlights the work we have been doing over the last year to promote equality with our partners and the wider community.
- 1.2 We continue to strive towards our aspiration for Chesterfield Borough to be *'an inclusive Borough where everyone feels valued and has equal and fair access to local services'*, and this remains one of the six key aims within the Council's Corporate Plan.
- 1.3 Our organisational vision is "Chesterfield Borough Council – Putting Our Communities First". Chesterfield Borough Council is committed to treating people fairly in everything we do as a service provider, employer and community leader. We want to ensure that our employees and the people we serve receive fair and equal treatment in all aspects of our work.
- 1.4 We continue to implement our Equality, Diversity and Social Inclusion Strategy (2012 - 2015) and related Policy. The Policy and Strategy set out the Council's commitment to promoting and advancing equality and social inclusion while celebrating the diversity within our communities. The Policy includes our overall commitment to equality, diversity and social inclusion, specific commitments in relation to our role as an employer, implementation of the policy, and our approach to equality monitoring. The Council also decided to expand the scope of the policy beyond the Equality Act 2010 to include tackling inequality arising from other forms of disadvantage such as social and economic deprivation and health inequalities.
- 1.5 The Equality, Diversity and Social Inclusion Strategy includes an action plan which outlines the actions we'll be taking over the next three years to promote equality, diversity and social inclusion and tackle discrimination, as a service provider and employer.
- 1.6 We are very proud of our achievements during the past year, and our continued promotion of equalities and celebration of diversity within our services and out in the wider community. We believe we are continuing to make a real difference to the quality of life of our residents, businesses and visitors. We would like to take this opportunity to highlight some of our key equalities achievements and outcomes during the year.

2. CHESTERFIELD EQUALITY AND DIVERSITY FORUM

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- 2.1 Chesterfield Equality and Diversity Forum has continued to grow during the past year with members of the group working with local community groups, partners and individuals to promote equality, share ideas and raise

awareness of equality and diversity. The Forum also consults, involves and engages with local people on equalities matters relating to the wider community as well as Chesterfield Borough Council's policies and activities.

- 2.2** Forum meetings can include guest speakers, briefings, training sessions and discussions about hot topics and local services.

***A message from Nicky Hoskin-Stone, Chair of the Chesterfield Equality and Diversity Forum***



*I would like to thank everyone for their support over the last year. We have had some really successful ventures. The Holocaust Memorial event at the Donut was a moving occasion with good attendance. Hopefully next year we can make contact with more Secondary schools and Youth groups to encourage even more to attend. The Generations Together conference at the Chesterfield Hotel organised with Brian Carroll and Chesterfield College was another notable occasion. Young people mingled with older generations in a natural enjoyable way. The workshops and taster sessions were well attended and all people had equal access.*

*We would like to say a big thank you to everyone who has supported and helped with the planning of the events and activities over the year. Working in partnership has enabled us to achieve much more than we could on our own. I trust with your support we can build on present success and make next year as notable.*

- 2.3** A key aim within the Forum's action plan is to raise awareness of equalities and issues affecting local people. As part of this work, the Forum now produces a quarterly newsletter with articles written by participants. Over the past year, participation in the Forum has continued to grow and we now have 170 people registered on the mailing list (compared with 100 in 2012/2013), who receive regular information about the meetings, events and equalities news, as well as the Forum's newsletter. Some of the participants represent a community group, or statutory organisation, while others are there as individuals from the community with an interest in promotion of equality. The Forum continues to play a key role in the scrutiny and development of Equality Impact Assessments, as part of the Council's decision making process.

## 2.4 ***Equality and Diversity Forum Events and activities***

During 2013/2014 the Equality and Diversity Forum have worked alongside partners to hold a number of community events to promote equality and celebrate diversity, maximising the impact we can all make with limited resources by working in partnership with other organisations.

**2.4.1 Queen's Park Sports Centre:** During the consultation about rebuilding Queen's Park Sports Centre in summer 2013, the Equality and Diversity Forum hosted a meeting for local people/organisations with a particular interest or knowledge about accessibility. The meeting was an opportunity to view the plans for the new facility and speak directly to the architects and make suggestions to make sure it will be as accessible as possible for local people, for example, by including a Changing Places facility.

**2.4.2 Hate Crime Awareness Event – Sophie Lancaster Foundation:** In May 2013, Sylvia Lancaster from the Sophie Lancaster Foundation came along to Chesterfield Equality and Diversity Forum to talk about hate crime, speaking about her daughter Sophie's murder and why the Sophie Lancaster Foundation was established. The Foundation works to challenge the prejudice and intolerance towards people from alternative subcultures, and campaigns to have the UK Hate Crime legislation extended to include people from alternative subcultures or lifestyle and dress.



The event which was supported by the Chesterfield Law Centre Hate and Harassment Project and the Equality and Diversity Forum was attended by around 50 people. We received some very positive feedback, with 100% of attendees rating the event 'very good' or 'good'. We asked people what they would take away from the event and here are some of the things they said:

*"A very important message delivered"*

*"We all need to work together to change attitudes of hate  
and learn to celebrate difference."*

*"Hope, positive action"*

*"We are learning all the time, we should embrace difference,  
not isolate it"*

*"The reality of hate crime"*

*"Celebrate difference"*

*"We can be naive about what is happening around us - a real eye  
opener."*

*"It will be useful in my work. It will promote me to challenge  
use of language and attitude"*

- 2.4.3** Audit of A-Boards in Chesterfield town centre: The issue of A-Boards causing an obstruction in Chesterfield town centre has been raised a number of times at the Chesterfield Equality and Diversity Forum. Advertising boards cause particular problems for blind and partially sighted people, for whom it is essential to have a clear route along a pavement, and for people with impaired mobility. Around 23% of Chesterfield's population have a disability, so the increasing number of A-Boards in the town is of particular concern.
- 2.4.4** Following a meeting with representatives from Chesterfield Borough Council Planning Services and Derbyshire County Council Highways Department, the Forum undertook an audit of the A-Boards around Chesterfield town centre to get a clear picture of the situation. The group noted and photographed A-boards in areas of Chesterfield town centre, taking particular consideration of whether the A-boards would meet the requirements of a Code of Practice established by the Bakewell Partnership to deal with A-Boards in their area.
- 2.4.5** The audit took place in November, and over 180 A-Boards were noted in the main areas of the town centre, many of which were causing an obstruction, but some of which demonstrated good practice in terms of size and location. The Equality and Diversity Forum produced a report about the audit, and this has now been passed onto Chesterfield Borough Council's Town Centre Forum.

*“Following on from the Equality and Diversity Forum's audit of town centre A-Boards, the matter has been discussed at the Chesterfield Town Centre Forum where a task and finish group is being set up to develop a voluntary code of practice that can be introduced in the town centre. A thriving town centre is important for the economic vitality of the town and a quality street scene is a significant contributor to this. Over recent years, there has been a big rise in the number of A-Boards, which has been highlighted in the audit and, although it is recognised that businesses (particularly those on quieter streets or in courtyard developments) may need to attract passing trade, it is important that we make sure the location, size and design of A-Boards does not cause problems for pedestrians, particularly the visually impaired, and wheelchair and pushchair users.*

*The voluntary code of practice will provide guidance to local businesses and maintain a safe, attractive and vibrant environment for all town centre users. The independent perspective and focus on accessibility that the Equality and Diversity Forum has been able to bring to the audit has been very valuable.”*

***Bernie Wainwright, Cultural and Visitor Services Manager, Chesterfield Borough Council***

**2.4.6** Time to Change Pledge: In December, the Equality and Diversity Forum organised a mental wellbeing event during which Chesterfield Borough Council signed the Time to Change Pledge. Time to Change is a national campaign run by Mind and Rethink Mental Illness to challenge mental



health stigma. The Mayor of Chesterfield and the Leader of the Council signed the pledge, making a public commitment to our staff, customers and community that we

are leading the way and driving change in addressing stigma and discrimination in mental health. In commitment to the pledge, the Council also developed an action plan outlining the activities being undertaken to tackle mental health stigma eg. Developing a 24hour employee assistance programme.



2.4.7 Also at the event, the Chairman of Derbyshire Healthcare NHS Foundation Trust delivered an inspirational speech on taking positive steps towards tackling mental health stigma, which was followed by a talk about local services provided by Rethink Mental Illness. The Equality and Diversity Forum also signed the Derbyshire Mental Health Charter. The pledge-signing event was attended by approximately 60 people. When we asked people what they would take away from the event, here are some of the things they said:

*"I am not alone"*

*"We are starting to make people aware of mental health issues"*

*"Greater understanding"*

*"Real stories from real people"*

*"Reassurance of CBC's attitude to mental health issues - but need to see evidence in practice"*

*"A better understanding of the pain caused by mental health problems"*

*"Happy that the council recognise what is often referred to as an invisible illness".*

*"Confidence that moves are being made to understand mental health issues"*

*"I can see that there is a network out there to help people. Good to see the openness addressing the subject"*

2.4.8 Holocaust Memorial Day (HMD): To mark HMD this year, Chesterfield Law Centre, Chesterfield Borough Council, and Derbyshire Constabulary worked together to deliver a free public theatre production by the national Holocaust education and drama organisation, 'Voices of the Holocaust'. The event, which was attended by 100 people began with readings from Chesterfield Young Writer's Group and a local LGBT writer's workshop. This was followed by two performances by Voices: an education production about the Warsaw Ghetto Uprising, and storytelling from Shonaleigh Cumbers who is a local Drut'syla (traditionally trained Yiddish storyteller.)



**2.4.9** Generations Together Event: The Generations Together event in February was jointly organised by Chesterfield College and Chesterfield Equality and Diversity Forum to celebrate and promote local intergenerational activity. Around 180 people attended the event, including College students and representatives of all ages from the wider community, including the 50+ Forum and participants in existing local intergenerational activities. The event began within introductions from Dave Simmonds, Assistant Principal of Chesterfield College, and Huw Bowen, Chief Executive of Chesterfield Borough Council. This was followed by an interactive educational puppet show by Steve Wright, national youth engagement specialist, on the theme of equality and age. Later in the morning, students from the College provided a series of workshops where the rest of the attendees could try out services that the college provide for the wider community, including: pampering and 'well fit' fitness sessions for older people. At the end of the event there was an interactive team quiz where people of all ages mixed and worked together to win prizes for the team that knew the most about Chesterfield, past and present.



**2.4.10** People who attended the event were asked to give their feedback by completing an evaluation form. 63% of people that completed an evaluation had never taken part in intergenerational activity before, and over 90% said that the conference was useful in promoting intergenerational activities. Here are a few of the other comments we received:

*"A really great day - everyone enthusiastic and keen to get involved - thanks!"*

*"Great event - nice to meet new people old and young smiling faces."  
"Excellent attempt to empower people to have a voice."*

*"Nice to see the young and older intermingle."*

*"Getting together with many people I didn't know.  
Realising what good work young people do."*

*"The mix of young and old can, and does work"*

*"The amount of people that attended just shows that people really do care"*

*"The creativity of Steve Wright (puppet show)  
and his attitude about important subjects  
that are not spoken about often enough."*

**2.4.11 International Women's Day:** Chesterfield and District Soroptimists celebrated International Women's Day in March by holding an art competition for young people in Guiding. Local Guides, Brownies and Rainbows chose a

woman who had inspired them, drew her and wrote about what makes them inspirational. All of the entries were displayed in Chesterfield Town Hall, and the Mayor and Mayoress of Chesterfield held an afternoon tea in the Mayor's Parlour for the winners, their family and their pack leader, where the Mayoress gave a speech about inspirational women. Soroptimist International is a volunteer movement working together to transform the lives of women and girls. The network works locally and internationally to educate, empower and enable opportunities for women and girls.



### 3.1 **Community Assemblies**

3.1.1 During 2013/14 a new community development and engagement programme – the Community Assemblies was launched. This new approach is a move away from a traditional meeting-focused forum to a year round engagement and development programme linked to existing and emerging structures. Throughout the year, we have been working with a range of partners:

- We have contacted all primary schools and secondary schools in Chesterfield – as a result, a number of visits have been made to school councils to find out about what they like and dislike about their local area, and consider potential projects to work together.
- Chesterfield College are now active within all four assembly areas. College staff have been attending the meetings, contributing and taking ideas back to the college, and are keen to increase links in the community. A number of activities relating to sports, cookery, performing arts and beauty where students could lead or assist with projects have are being considered. A workshop with 16 college students is being held to give young people aged between 16 and 20 a voice in action planning and community project ideas.
- A number of Chesterfield Borough Council services have worked with Derbyshire County Council Public Health and other partner agencies to deliver an exciting new financial inclusion project pilot in Poolsbrook – this involved Affordable Warmth, Credit Union, Citizens Advice Bureau, Derbyshire Unemployed Workers Centre, Health Trainer and Job Centre Plus.
- We have been learning more about how food banks work in the area and assisting with a local collection.
- We are working with South Assembly Health Sub Group on a Healthy Eating Project at Whitecotes School – encouraging healthy eating, and growing your own produce.
- We are working with Loundsley Green Community Trust on a Community Organisers Programme they want to introduce for Chesterfield.

3.1.2 Funding: During 2013/2014, each of the four Community Assemblies had a minor grant funding pot which local organisations could bid into to fund projects to benefit the local community. The bids were reviewed at the Community Assembly meetings and all attendees voted on whether to

grant the funding. The table below shows the organisations that have were successful in their application for a minor grant during 2013/14.

<b>North Community Assembly</b>	
<b>Organisation</b>	<b>Grant</b>
Kickr	£250
Dunston and Moor Residents and Tenants Assc.	£250
Old Whittington Gala Committee	£500
The Friendship Club	£200
Whittington Hub Youth Club	£300
Whittington Wanderers Cricket Club	£205
Barnaby's Toddlers	£500
<b>South Community Assembly</b>	
Hunloke Community Garden	£500
Whitecotes Youth Sessions	£500
Brampton Primary School Youth Sessions	£500
Hasland District Girl Guiding UK Brownies	£500
3 <sup>rd</sup> Brampton Brownies	£100
Friends of Eastwood Park	£450
Take Note Community Singers	£450
<b>East Community Assembly</b>	
Hollingwood Residents Association	£500
Hollingwood Bowling Club	£238
Rock Youth Club	£200
Active Youth Group (Community Transformation)	£200
Community Transformation (Staveley Youth Camp)	£250
Barrow Hill Community Group	£150
Brimington Gardeners Association	£200
Colin Deaton Table Tennis Academy	£165
Friends of St. Andrews, Barrow Hill	£200
Inkersall Allotments	£200
Buzy Beez Craft Group	£200
Staveley Armed Forces and Veterans Association	£200
Wingfield Railway Club	£200
<b>West Community Assembly</b>	
Loundsley Green Community Trust	£500
Friends of the Inkerman	£499
Loundsley Green Church Childrens Activity Week Group	£400

- 3.1.3 In addition to the minor grants, funding agreements with partner agencies have been working really well with Derbyshire County Council awarding funding to a Walking for Health Group at Mastin Moor and Staveley Seniors, and Derbyshire Constabulary awarding funding to the Kickr project.

- 3.1.4 We have been working with Derbyshire Councils on the Derbyshire Armed Forces Community Covenant funding bids. The Volunteer Centre was the first group in Chesterfield to successfully draw down funding from the Armed Forces Community Covenant pot. £10k will be coming into Chesterfield for the "Through their Eyes" written and oral history project. We have also been assisting Staveley Armed Forces and Veteran Association in their bid to the Armed Forces Community Covenant fund to help fund the annual Armed Forces event at Poolsbrook Country Park.
- 3.1.5 We are working with two separate angling clubs from Chesterfield to Viridor for grant funding. If successful, the funding will be used for River Rother bank protection.
- 3.1.6 For 2014/15, £1,500 has been allocated to each Community Assembly area to support small local projects in the 'Minor Grant' scheme. The maximum award is £200 per project. The Community Chest which will be launched in April aims to fund projects that contribute to the Community Assembly Action Plan priorities. The minimum grant award from the Community Chest is £1,000 per project and the maximum is £5,000 per project. There will be two opportunities each year to apply for Community Chest funding, and each tranche will award £20k in grant funding.

### **3.2 Grant Funding**

- 3.2.1 In appreciation of the work being done by organisations, the Council decided to maintain the level of grant funding from the previous year for 2013-2014 to ensure continued quality of provision at a time of unprecedented demand for the services of these organisations. Chesterfield Borough Council awarded £276,160 of funding to organisations through Service Level Agreements, and a further £22,370 through small grants, totalling around £300k of grant funding. The Community Assemblies now offer grant schemes for local organisations.

### **3.3 Work for Yourself Programme**

- 3.3.1 The Work for Yourself Programme is a scheme that helps local residents with long-term health conditions or disabilities who want to start their own businesses.
- 3.3.2 Together with Bolsover District Council, we secured investment of a further £424,000 into the 'Work for Yourself' programme. This means we have been able to extend the programme up to the end of 2015. Since the project started it has helped in the establishment of 42 local businesses so far with a further 26 people moving into full time employment. Currently, over 202

individuals have been or are currently being supported to consider self employment as a route.

**3.3.3** The programme, which is funded by the European Regional Development Fund (ERDF) and investment from the two councils, is delivered by Disability Dynamics and aims to help local people back into work and stimulate the economy. Everyone who takes part in the scheme has their own Business Adviser who offers help and advice throughout the programme.

### **3.4 Sport and Leisure**

**3.4.1** In acknowledgment of the impact that participation in sport and physical activity has in tackling health inequalities, the Council is building a modern sports centre to replace Queen's Park Sports Centre that will deliver a significantly better customer experience. One of the exciting aspects of the project is the partnership with Chesterfield College. The scheme to build the new sports centre will be done in partnership with Chesterfield College.

**3.4.2** In February 2013 the Council approved a new build scheme for Queen's Park Sports Centre. The project is currently underway and will deliver a new facility on the nearby Queen's Park Annexe opening in 2015.

**3.4.3** Over the past 12 months, we have significantly expanded our capacity to deliver a community outreach sport and physical activity programme and put enhanced arrangements in place with partners. Highlights include:

- The Active Chesterfield Partnership has been created to bring key local organisations together to collectively improve participation in sport and physical activity.
- A number of new posts have been created through external funding – Village Games Community Activator, Pregnancy and Early Years Officer, Walking for Health Officer.
- The Pregnancy and Early Years project was used as a model of best practice at the launch of the new Active Derbyshire Plan in December.
- We worked with the Schools Sports Partnership to enable them to introduce an additional Partnership Development Manager to work with development of young people in schools and linking with community activity.
- "Facilities For All" have been appointed in partnership with the School Sports Partnership to work on a 3 year programme aimed at developing 18 new sports clubs for young people in the Borough.
- We have introduced a new Disability Cycling Hub at Queen's Park in partnership with Wheely Fun Wheels, School Sport Partnership and Aiming High. There are a range of bikes for children and adults with

disabilities at the hub which is run by staff who provide training and guidance on using the bikes.

- Creation of Swim Chesterfield working with local organisations and the Amateur Swimming Associations which has seen the Chesterfield Swimming Club swimmers excelling at all levels from local to national level.

**3.4.4** The indoor sports facilities have also been busy with a review of branding and “Active Chesterfield” being adopted by the service. Programmes have been successfully reviewed to provide a range of activities such as Swimfit. Health and Fitness Memberships have risen to over 3,600 across Queen’s Park Sports Centre and the Healthy Living Centre – record numbers for several years. The Sport and Leisure webpages have been refreshed and new Facebook and Twitter feeds are becoming popular.

**3.4.5** As a result of consultation and feedback, we have installed WIFI at both sports centres, revised the annual membership packages, and upgraded technology we use. This means we now offer improved advance booking arrangements, online booking and payments including fast track entry to sites being introduced to improve the overall customer experience and value for money.

**3.4.6** The first of an annual programme of fitness open days took place this year, and was received very positively with high attendances from existing and new customers.

### **3.5 *Parks and Open Spaces***

**3.5.1** The Eastwood Park Restoration Project is now complete, but we are continuing to make the following improvements to the Park:

- Provide an events and activities programme that people of all ages and abilities can take part in.
- Provide opportunities for local people of all abilities to take part in volunteering activity at the Park.
- Provide training opportunities to capacity build in the local community e.g. organising an event, basic gardening skills
- To enable local people of all abilities to take part in the Community Garden with support and advice given on how to "Grow Your Own" food.
- To provide a new accessible Multi Sports Pavilion for use by local sports teams and clubs as well as publicly/disabled accessible toilets.

**3.5.2** During 2013/2014, as part of parks masterplanning process, we have been consulting with school children about King George V Playing Fields and



Manor Road Park to find out what they like best about the parks, if there is anything preventing them from using them, and what improvements they would prefer to be made to the parks.

### **3.6 Housing**

**3.6.1** Over the last year we have taken the following action in response to what tenants say is most important to them:

- Introduced iHome, a smartphone application for Chesterfield tenants that allows them to access housing services through their smartphone at any time, day or night.
- Spent the Estate Improvement Budget in consultation with Area Panels
- Introduced the Tenant Challenge Panel to deliver tenant scrutiny
- Increased the Capital Improvement Programme to £18.6m
- Implemented changes to the Allocation Policy to assist households affected by the welfare reform changes
- Proactively assisted households to move to more suitable and affordable properties
- Continued working towards meeting all the requirements of the Respect ASB Charter for Housing by becoming involved in diversionary schemes that are aimed at preventing ASB
- Continued to work closely with the Police Safer Neighbourhoods Teams
- Retained the Derbyshire Support and Accommodation Team's Contract for the Floating Support Service and restructured the service to provide an enhanced support and response service

**3.6.2** Over the next year, we are planning to:

- Improve how we track complaints
- Establish a programme of regular mystery shopping exercises to test services
- Use the new mobile office to increase local involvement of tenants
- Offer repair appointments on Saturday afternoons
- Replace the district heating system at Barrow Hill
- Introduce a self-referral process for some minor adaptations
- Help households who want to move who are affected by welfare reform
- Work in partnership to reduce rough sleeping and homelessness
- Reduce the number of days taken to resolve ASB cases
- Introduce an ASB contract between ourselves and people who report ASB
- Seek opportunities for projects that improve the environment, particularly those that help inter-generational understanding and provide a focus for residents to engage with other residents
- Increase awareness of the health and environmental costs of dog fouling

- All homes owned by the council will reach the Government's Decent Homes standard by March 2015.

**3.6.3** This year, we also asked tenants to complete a satisfaction survey about the Housing Service. 87.5% of respondents said they were happy with the service they receive from the council as a landlord- a 10.1% increase from the 2008 survey – while 80% were satisfied with the maintenance carried out in their homes. 82.7% were happy with the standard of their homes – and increase of 5.4% from a similar survey held in 2008.

**3.6.4** In 2012/2013, 286 homes benefited from minor adaptations and improvements as a result of disabled facilities grants and investment by the Council in home repair assistance. A further 183 major adaptations were carried out on council homes. This programme enables people to remain living independently in their own homes for as long as possible.

**3.6.5** Chesterfield Borough Council has subscribed to the HomeSwapper mutual exchange service. HomeSwapper holds details of people wanting to complete mutual exchanges within Chesterfield as well as details of those wishing to complete mutual exchanges from other areas. We anticipate that HomeSwapper will be of great help to those affected by welfare reform and that more households who are under occupying accommodation will register for a mutual exchange.

**3.6.6** The Chesterfield Home Improvement Agency continues to provide grant aid and also loans to help home owners and landlords with home repairs, to bring empty properties back into use and, through disabled facilities grants, to enable people to remain living independently in their own homes for as long as possible.

**3.6.7** Over the past year, the Careline service has received the following calls:

<b>Careline calls 2012/2013</b>	
	Number of calls
Requiring the Police	86
Requiring the Fire Service	159
Requiring a Doctor	1026
Requiring an Ambulance	412
Where a customer had fallen	1030
Requiring an out-of-hours Mobile Warden visit.	2517

The Council's Careline is an alarm monitoring system that is available to anyone living within the Borough of Chesterfield, who may consider themselves vulnerable and in need of assurance and security. The alarm can be used around the home day or night to summon help for a variety of reasons.

**3.6.8** In 2012/2013, 1158 households received face-to-face advice from the Homelessness Prevention Service, and the service prevented or relieved homelessness from 201 of those households. By continuing to invest in preventative measures, we are able to prevent homelessness two and a half times as often as accepting households under the statutory homelessness provisions.

### **3.7 Community Safety**

**3.7.1** The Community Safety Partnership continues to deliver innovative programmes to tackle crime and disorder.

**3.7.2** In April 2013, the Community Safety Partnership launched a new project called 'Victims First' which focuses on supporting victims and sharing information with other agencies about the most vulnerable people in our society. Part of the Victims First Project was the introduction of the ECINS system which enables multi-agency information sharing.

**3.7.3** The Street Pastor project continues to utilise volunteers who engage with vulnerable people in the night time economy, providing support and reassurance at a time where individuals are often at their most vulnerable, and a place of safety when required.

**3.7.4** We have also launched the School Pastor Project this year. School pastors provide an adult presence at times in the school day when children may feel vulnerable. They also support the school in reducing instances of anti-social behaviour. As well as patrolling at the end of the school day, School Pastor teams may also be involved in mentoring schemes, leading assemblies and running reading clubs.

**3.7.5** This autumn we will see the introduction of the new Anti-social Behaviour, Crime and Policing Act. This Act contains amendments from the 2003 Anti-social Behaviour Act. The purpose of the new Act is to introduce simpler, more effective powers to tackle anti-social behaviour that provide better protection for victims and communities by reducing the current 19 ASB tools and powers to 6. The new Community Trigger and Community Remedy will empower victims and communities, giving them a greater say in how agencies respond to complaints of anti-social behaviour and in out-of-court sanctions for offenders. The Act will also tackle irresponsible dog ownership, the use of illegal firearms by gangs and organised criminal groups, strengthen protection for victims of forced marriage and those at risk of sexual harm, and amend the port and border security.

### **3.8 Arts**

**3.8.1** In May, Chesterfield Borough Council held a Community Arts Festival which featured a wide range of performing and visual arts from North Derbyshire.

The events took place over a number of days and at various venues across the town centre. The main attractions included *The Candy Girls* – a major Pomegranate Youth Theatre/Writers project, *Pick & Mix Dance Party* which provided a focus for Art in the Park community outreach workshops, adult dance groups and musicians, and other outdoor events and street theatre took place in Rykneld Square.

**3.8.2** It is estimated that the following number of people participated in the Community Arts Festival weekend:

- Pomegranate: Participants: 306, Audience: 1104
- Winding Wheel: Participants: 423, Audience: 1085
- Other: Participants: 212, Audience: 1199

**3.8.3** The Museum hosted a ‘Votes for Women’ event as part of the Chesterfield Arts Festival, where professional re-enactors took on the roles of a suffragette and a policeman to explore the struggles in the campaign for the right of women to vote before the First World War.

**3.8.4** The Museum also hosted a ‘Chop Suey’ exhibition in May. The Heritage Lottery funded project was developed by the Chinese Big Society UK and features the stories of Chinese immigrants who came to the local area as kitchen labourers between 1950 and 1970. The aim of the project was to record these stories and make sure they are available for future generations.

**3.8.5** A new piece of theatre is currently being developed called *Cradle to Grave*, in partnership with Derbyshire County Council Intergenerational Officer. It includes stories about an A and E Department and the NHS written by the Pomegranate Playwriting Group who are 50+, and will be performed by the youth theatre and some 50+ performers.

**3.8.6** Another theatre project currently being developed with playwright, Louise Page, is a piece looking at people in Chesterfield at the time of the Second World War who were German, and how the War changed the way they were treated even though they had lived in Chesterfield a long time. We have made a link with our twinning town Darmstadt who are interested in working with us on this project.

### **3.9 *Market Hall***

**3.9.1** This year the refurbishment of Chesterfield's Victorian Market Hall has been completed, and since reopening in October, has been recognised as ‘UK’s best small indoor market’ by the National Association of British Market Authorities. We are extremely proud that the Market Hall now includes a Changing Places facility which can be accessed by visitors to the Market Hall and the town centre. Changing Places toilets are different to standard disabled toilets as they include extra features, eg. a height adjustable adult-

sized changing bench, a tracking hoist system, or mobile hoist, and space in the changing area for the disabled person and up to two carers. This means that the town centre is accessible to people with profound and multiple learning disabilities and other disabilities, as most accessible toilet facilities do not provide this level of facilities.

### 3.10 *Twining - Tsumeb*

3.10.1 Chesterfield has had a formal twinning link with Tsumeb in Namibia since 1993. Tsumeb Family Support Centre, in Chesterfield's Namibian twin town, is supported by several Chesterfield organisations, including Soroptimist International, the



Chesterfield Tsumeb Association, Brookfield Community School and a former Mayor's Appeal. Funds raised here have helped to equip this centre for women and children who are at risk of domestic abuse. The photo shows the 2013 annual march by people in Tsumeb in support of the work done by the Family Support Centre.

## 4. EMPLOYEE TRAINING

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4.1 Corporate Equalities Training: We continue to deliver a Corporate Equality Induction to all new employees and Councillors, and an Equality Refresher Course to update the Council's existing employees about our equality values and the role they play in ensuring that the Council continues to promote equality in accordance with the Equality Act 2010. We also deliver an Equality and Diversity training programme for volunteers at the Council and can offer bespoke training for service areas. Employees that attend the Corporate Induction are asked to complete a course evaluation. During 2013/2014, when asked how effective the induction is in ensuring Equality and Diversity is embedded within the Council services, 91.5% of attendees said that the Equality and Diversity Induction was 'good' (the top answer).

Feedback from the Equality Refresher Course, which has been delivered in a range of service areas, has also been very positive with 92% of attendees rating the overall course as 'good', having met their needs, and being aimed at the right level. We also received the following comments about the training:

*“Equality and Diversity session was very thoughtful - good exercises and encouraged interaction - very engaging”*

*“very fun and interactive”*

*“excellent interactive fun presentation”*

*“learning about equality and diversity was valuable”*

*“session was really good”*

*“very interesting”*

*“fun course”*

*“more in depth than you first think”*

**4.2** Chesterfield Borough Council Project Academy: We continue to run the successful Project Academy scheme which provides an opportunity for employees to be seconded to the Business Transformation Service, for up to a year. During this time they are trained in project management and other skills. The training includes both formal training and ‘on the job’ experience of project management. Candidates are teamed up with a mentor and are taken off their day job during the life of the secondment. At the end of the training programme the graduates will return to their service area with a new set of skills and experience which can be applied to help deliver future projects. The scheme is helping to develop our workforce and future potential.

In recognition of the success of the Project Academy, Chesterfield Borough Council won the Best Employee and Equality Initiative prize at the Association of Public Service Excellence (APSE) 2013 Annual Service Awards.

During the first six months of the programme, the Project Academy has delivered:

- More than £650,000 of capital savings
- More than £135,000 of annual revenue savings
- Delivered more customer focused services
- Reduced inefficient working practices
- Given us a pool of in-house staff with the right skills to deliver key projects
- Motivated and engaged staff

**4.3** Welcome for All: Employees working in the Council’s venues (Winding Wheel and Pomegranate Theatre) have received ‘Welcome All’ training this year. ‘Welcome All’ is a training course designed for the tourism industry

with a specific focus on providing high quality customer service for people with disabilities.

**4.4** Mentoring: This year, we have launched a new mentoring scheme giving our employees the opportunity to either be a mentor or a mentee. Both mentors and mentees received training from East Midlands Councils on how to get the most out of a mentoring programme. 24 people have been accepted onto the scheme, from a wide range of roles across the Council. The scheme has been particularly popular with female and younger employees.

**4.5** Springboard: A Chesterfield Borough Council employee has also participated in Springboard, a national women's personal development programme. The programme enables women to identify the clear, practical and realistic steps that they want to take to make a better world for themselves at work and home, whilst building the practical skills and confidence to take these steps. The programme focuses on the following areas:

- realistic self-assessment
- aspects of being a woman
- identifying priorities
- assertiveness skills
- setting practical yet stretching goals
- improving health
- stress management
- presenting a positive image
- improved communication skills
- building better relationships
- building networks

**4.6** Functional Skills: A number of our employees have participated in the Maths and the English course, receiving a Functional Skills qualification, either as a stand alone qualification, or as part of an apprenticeships programme.

**4.7** Apprenticeships: There are a number of employees currently undertaking a Level 2 or 3 Apprenticeship as part of their ongoing learning and development in a range of disciplines eg. Leisure management. In addition, two people are undertaking an Apprenticeship in Business Administration at the Innovation Centres, and nine people are undertaking Craft Apprenticeships based with the Housing Service.

**4.8** Pre-retirement Planning: 50 employees have completed the Planning a Positive Retirement course during the last year. This training supports people to build and plan to fund a new lifestyle, make the most of their money, and protect assets.

**4.9** District Councils Networks: The District Councils Network (DCN) which represents 198 district and borough councils, is a national scheme aimed at younger local authority employees wanting to be the Council managers and leaders of the future. The DCN programme consists of conferences, mentoring and networking and information sharing. Four conferences will be

held in London featuring high profile guest speakers from local government and associated sectors, as well as interactive workshops. Participants are also appointed a senior officer or Chief Executive as a mentor, to focus on career development and advice.

- 4.9.1** Each district and borough Council is able to nominate one candidate for the scheme. Legal Officer Adelle Chapell took part last year. She said: “It has been a great experience, providing me with a positive insight into the future of local government and an excellent opportunity to meet and share experiences with other young local government officers.” This year Chesterfield Borough Council has nominated Will Thornhill, Assistant Green Spaces Officer to take part in the scheme.

## **5. EQUALITIES FRAMEWORK FOR LOCAL GOVERNMENT**

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- 5.1** The Equalities Framework for Local Government is a national equalities development and monitoring tool for all local authorities. It provides a method for Councils to monitor performance on equalities, and is based on striving for continuous improvement.
- 5.2** Having successfully reached the Achieving Level of the Equalities Framework in February 2011 following a Peer Challenge, the Council made a commitment in its Corporate Plan to work towards the standards at the Excellent Level of the Equalities Framework.
- 5.3** During this year, we have made good progress towards reaching the Excellent Level. Having refreshed the self-assessment, we are confident that we now meet over 75% of the Excellent Level criteria in 26 of the 28 performance measures. We are developing an action plan to improve our work in promoting equality and address any areas where we could improve our practices in order to meet the standards within the Excellent Level.

## **6. EQUALITY ACT 2010 UPDATE**

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- 6.1** The Equality Act 2010 came into force on 1<sup>st</sup> October 2010, bringing together all anti-discrimination legislation to harmonise and strengthen the law to support progress on equality.
- 6.2** On 5 April 2011 the Public Sector Equality Duty (section 149 of the Equality Act) came into force in England, Scotland and Wales. The Duty requires public bodies to consider all individuals when carrying out their day to day



work – in shaping policy, in delivering services and in relation to their own employees.

- 6.3** Public bodies are required to publish information to show their compliance at least annually, and set and publish equality objectives at least every four years. Each year, the Council collates all of the information we hold about who is accessing our services, how satisfied people are with the services we provide, and information about our workforce in relation to equalities, and publishes it alongside our Equality Impact Assessments.

## 7. EQUALITY IMPACT ASSESSMENTS

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- 7.1** The Council is required to show that the relevant equality issues have been considered before changes are made to policies, projects, services, functions and strategies, or new ones are created. Chesterfield Borough Council does this through its robust Equality Impact Assessment (EIA) process. The EIA process enables us to look at our work in depth to see what impact it has on different equality groups, and to mitigate against any potentially negative impacts that are identified. Staff received training in the completion of EIAs ensuring that the process is embedded across all council services.
- 7.2** During 2013/2014, the Council undertook over 30 Equality Impact Assessments (EIAs) for a variety of Policy changes, strategies and projects. The EIAs were published with the relevant reports to the Council's Cabinet, and on our website.
- 7.3** Through the EIA process, we have been able to address any negative impacts on sections of the community and identifying opportunities to promote equality.

## 8. FURTHER INFORMATION

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If you have any comments on our Equalities Annual Report or would like to request further information or copies of any of the documents highlighted in the report please contact:

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