

APPENDIX 2 – SERVICE LEVEL AGREEMENT SCHEDULE 1 FOR EACH ORGANISATION

Service Level Agreement between Chesterfield Borough Council and Chesterfield Citizens Advice Bureau

Schedule 1 – Work Programme for Service Delivery

Details of activity undertaken/to be undertaken in 2014/15, the Outcomes; Measures and Targets; Milestones; and, Actions and Achievements to date against Outcomes, Measures and Targets

CBC Corporate Plan Aims 'Our aspiration for Chesterfield Borough is to be ...'	CBC Corporate Plan Outcomes 'In 3 years from now, the Borough will look and feel like this	CBC Measures and Targets - 'We will know we're achieving our outcomes by measuring progress on the following ...'	Additional Agreed Measures and Targets	Milestones	Actions and achievements to date
<p>1. A Sustainable Community – A clean, green, and attractive Borough, where our open spaces and built heritage are valued.</p>	<p>1.1 Our environment will be cleaner and greener</p> <p>1.2 The quality and biodiversity of our parks and open spaces will be improved</p> <p>1.3 There will be improved community</p>	<p><i>Please refer to the Council's Corporate Plan 2011-14 and identify any Measures and Targets you feel your organisation can contribute towards in the coming year</i></p>	<p><i>Please identify any other measures and targets you could use to help deliver the Council's Corporate Plan Outcomes as identified in the second column</i></p>	<p><i>Please identify key dates/actions/events expected in the coming year to help deliver measures and targets.</i></p>	<p><i>Please leave blank – this column will need to be completed for monitoring purposes half way through the financial year</i></p>

	<p>use of our parks.</p> <p>1.4 Our built heritage will be protected and enhanced.</p> <p>1.5 More of the Borough's waste will be recycled.</p>				
<p>2. A Cohesive Community with equality of access to services – An inclusive Borough, where everyone feels valued and has equal and fair access to local services.</p>	<p>2.1 Our services will be accessible to our communities.</p> <p>2.2 We will be recognised as an Equalities leader.</p> <p>2.3 Opportunities will have been maximised to reduce economic inequality.</p>	<p>2.2/2.3 Increased awareness of Financial Exclusion help and advice. Target: year on year increase. 2013/14 baseline.</p>	<p>2.1: 18,000 enquiries dealt with per year 5000 new clients per year.</p> <p>100 discrimination enquiries dealt with annually</p> <p>2.2/2.3 :provision of 4 talks/training sessions on financial exclusion- 80% more aware of FE help and advice</p> <p>2.2/ 2.3: 1001000 enquiries from designated LSOAs- Rother, Loundsley Green, Middlecroft and Poolsbrook ,Old</p>	<p>Deliver quality advice on issues of discrimination</p> <p>27.5 hours generalist advice per week,45 weeks per year</p> <p>Deliver Citizens Advice Fair Strategy (fair ,accessible, inclusive, relevant underpinning service delivery and planning</p> <p>Provision of advice/support to enable people to seek, gain and maintain employment</p>	

	<p>2.4 There will be improved opportunities for community engagement.</p>	<p>2.4 % of people who feel they can influence decisions in their locality. Target 35% by March 2015.</p> <p>2.4 % satisfied with opportunities for participation in local decision making. Target: year on year increase</p>	<p>Whittington Barrowhill and New Whittington, St Helens and Dunston</p> <p>2.3: £3 million of benefits gained for clients;£3 million of debt rescheduled</p> <p>2.4 2 social policy reports, events delivered per annum</p>	<p>People contributing to social policy work to influence their community and their own lives</p>	
<p>3. A Community with Decent Homes for All – A place where everyone</p>	<p>3.1 More of our community will be satisfied with the</p>	<p>3.1 Satisfaction with local area as a place to live. Target: 85% by March</p>	<p>3.1: 18,000 enquiries dealt with per year 5000 new clients per</p>	<p>Provision of quality advice and casework to enable people to</p>	

<p>has fair access to a decent and affordable home.</p>	<p>Borough as a place to live.</p> <p>3.2 More homes will be Decent across all tenures.</p> <p>3.3 There will be fair access to suitable housing which address community needs across all tenures.</p> <p>3.4 Good progress will have been made in tackling fuel poverty and increasing energy efficiency.</p> <p>3.5 More empty properties will have been brought back into use.</p>	<p>2015</p> <p>3.2 % decent Council homes. Target: 90% by March 2015</p> <p>3.2 Local authority tenants' satisfaction with landlord services. Target: 80% by March 2015</p> <p>3.3 Net additional homes provided. Target: 530 homes by March 2015</p> <p>3.3 Number of affordable homes delivered (gross). Target: 120 homes by March 2015</p> <p>3.4 Introduce new measures and establish a baseline to identify energy efficiency levels in the private sector</p>	<p>year</p> <p>3.2/3.3 500 housing enquiries dealt with annually</p> <p>3.4 500 fuel poverty enquiries dealt with annually</p>	<p>resolve their problems, maximise household income to improve their health and wellbeing</p> <p>Provision of quality advice on housing and community support</p> <p>27.5 hours generalist advice per week, 45 weeks per year</p> <p>Provision of advice to households and individuals in fuel poverty</p>	
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<p>4. A Working and Learning Community – A thriving Borough, where everyone has access to the jobs, training and the support they need.</p>	<p>4. .1 There will be a growing and diverse business community</p> <p>4.2 The town and local centres will be thriving and attractive.</p> <p>4.3 We will strive to achieve more opportunities for local people of all ages to work and learn.</p> <p>4.4 The Borough will have a national profile as a visitor and business destination.</p>	<p>4.1/4.4 New business registration rate. Target: Increased to above the regional average by March 2015.</p> <p>4.1/4.4 New business survival rate. Target: Consistently above regional average by March 2015</p> <p>4.3 Overall number of employment opportunities in the area. Target: Year on year improvement until March 2015.</p> <p>4.3 Jobs secured by local people on schemes with local labour agreements. Target: 50% of jobs secured by March 2015.</p>	<p>4.1 18,000 enquiries dealt with per year 5000 new clients per year. £3 million of debt rescheduled £3 million of benefits gained for clients</p> <p>4.3 Maintain volunteer activity -28 advisers, 12 board members, 5 other roles. Offer 12 training opportunities for new volunteers per annum</p>	<p>Income maximisation through advice on welfare benefits, tax credits and debt/money advice services</p> <p>27.5 hours generalist advice per week,45 weeks per year</p> <p>Provision of a range of volunteer activities for the local community</p>	
<p>5. A Safe, Healthy and Active Community – A healthy and safe</p>	<p>5.1 Health inequalities will have reduced in the 20% most</p>	<p>5.1 A 20% reduction in the Index of Inequalities for Life Expectancy</p>	<p>5.1/5.3 18,000 enquiries dealt with per year</p>	<p>Provision of quality advice and casework to enable people to</p>	

<p>Borough, where the community is free from the fear of crime.</p>	<p>disadvantaged areas by 2016.</p> <p>5.2 Participation in sport and recreation will have increased; particularly amongst 'hard to reach' groups and the quality of our leisure centres will have improved.</p> <p>5.3 Our communities will be safer and fear of crime will be lower.</p> <p>5.4 Our cultural offer will have improved and we will have increased opportunities for community engagement in arts and culture.</p> <p>5.5 We will have a more effective local response to extreme winter weather events</p>	<p>(Under 75's). Target - a reduction of 217 premature deaths over 5 years (during the period 2009/10-2015/2016)</p> <p>5.3 12 month cumulative count of serious acquisitive crimes. Target: 3.5% reduction by March 2015.</p> <p>5.3 12 month cumulative count of assault with less serious injury crime. Target: 3.5% reduction by March 2015.</p> <p>5.3 % residents feeling safe. Target 95% during day and 35% at night by March 2015</p>	<p>5000 new clients per year.</p> <p>£3 million of debt rescheduled</p> <p>£3 million of benefits gained for clients</p> <p>1000 enquiries from designated LSOAs- Rother, Loundsley Green, Middlecroft and Poolsbrook , Old Whittington Barrowhill and New Whittington, St Helens and Dunston</p>	<p>resolve their problems, maximise household income to improve their health and wellbeing</p> <p>27.5 hours generalist advice per week, 45 weeks per year</p>	
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Service Level Agreement between Chesterfield Borough Council and Chesterfield Law Centre

Schedule 1 – Work Programme for Service Delivery

Details of activity undertaken/to be undertaken in 2014/15, the Outcomes; Measures and Targets; Milestones; and, Actions and Achievements to date against Outcomes, Measures and Targets

CBC Corporate Plan Aims 'Our aspiration for Chesterfield Borough is to be ...'	CBC Corporate Plan Outcomes 'In 3 years from now, the Borough will look and feel like this	CBC Measures and Targets - 'We will know we're achieving our outcomes by measuring progress on the following ...'	Additional Agreed Measures and Targets	Milestones	Actions and achievements to date
<p>1. A Sustainable Community – A clean, green, and attractive Borough, where our open spaces and built heritage are valued.</p>	<p>1.1 Our environment will be cleaner and greener</p> <p>1.2 The quality and biodiversity of our parks and open spaces will be improved</p> <p>1.3 There will be improved community use of our parks.</p> <p>1.4 Our built heritage will be protected and enhanced.</p> <p>1.5 More of the Borough's waste will be</p>	<p>1.5 Chesterfield Law Centre has a detailed environmental policy. A section of this policy details how recycling will be encouraged</p> <p>Target of 25% of waste to be recycled</p>	<p>Use of recycled paper products wherever suitable</p> <p>Promotion of paperless service wherever appropriate</p>	<p>- Recycling bins in each office</p>	

	recycled.				
<p>2. A Cohesive Community with equality of access to services – An inclusive Borough, where everyone feels valued and has equal and fair access to local services.</p>	<p>2.1 Our services will be accessible to our communities.</p> <p>2.2 We will be recognised as an Equalities leader.</p> <p>2.3 Opportunities will have been maximised to reduce economic inequality.</p> <p>2.4 There will be improved opportunities for community engagement.</p>		<p>350 specialist legal cases opened in period 1500 one off enquiries dealt with</p> <p>Hard outcomes to include Prevention of homelessness, improved housing conditions or security, management of debt, retaining jobs or achieving compensation for loss of job Soft outcomes include Increased knowledge of rights, improved confidence or self esteem, reduction of stress and anxiety</p>	Report via case management system on numbers of cases opened and closed in period, with analysis of outcomes	
<p>3. A Community with Decent Homes for All – A place where everyone has fair access to a decent and affordable home.</p>	<p>3.1 More of our community will be satisfied with the Borough as a place to live.</p> <p>3.2 More homes will be</p>		Provision of housing advice and representation with aims of improving access to housing and prevention of homelessness		

	<p>Decent across all tenures.</p> <p>3.3 There will be fair access to suitable housing which address community needs across all tenures.</p> <p>3.4 Good progress will have been made in tackling fuel poverty and increasing energy efficiency.</p> <p>3.5 More empty properties will have been brought back into use.</p>		<p>including provision of duty representation scheme at County Court</p>		
<p>4. A Working and Learning Community – A thriving Borough, where everyone has access to the jobs, training and the support they need.</p>	<p>4.1 There will be a growing and diverse business community.</p> <p>4.2 The town and local centres will be thriving and attractive.</p> <p>4.3 We will strive to achieve more opportunities for local people of all ages to</p>	<p>4.3 Provision of volunteering opportunities (including accredited training and work experience in supportive environment) aimed at people facing barriers to work</p>	<p>At least 10 volunteers involved in management committee</p> <p>10 new volunteers recruited</p> <p>15 local volunteers complete accredited training</p>		

	<p>work and learn.</p> <p>4.4 The Borough will have a national profile as a visitor and business destination.</p>		<p>20 local volunteers contribute at least 4 hours a week each</p> <p>30% of volunteers will move on into paid work or access other learning or volunteering opportunities</p>		
<p>5. A Safe, Healthy and Active Community – A healthy and safe Borough, where the community is free from the fear of crime.</p>	<p>5.1 Health inequalities will have reduced in the 20% most disadvantaged areas by 2016.</p> <p>5.2 Participation in sport and recreation will have increased; particularly amongst 'hard to reach' groups and the quality of our leisure centres will have improved.</p> <p>5.3 Our communities will be safer and fear of crime will be lower.</p> <p>5.4 Our cultural offer will have improved and we will have increased</p>		<p>Provision of specialist legal advice and representation on social welfare law</p> <p>Provision of support to victims of hate crime and harrassment</p>	<p>50% of clients (who complete an end of case questionnaire) report an improvement in health or well being</p> <p>2 local events to promote best practice</p>	

	<p>opportunities for community engagement in arts and culture.</p> <p>5.5 We will have a more effective local response to extreme winter weather events</p>				
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**Service Level Agreement between Chesterfield Borough Council and Chesterfield and District Shopmobility
Schedule 1 – Work Programme for Service Delivery**

Details of activity undertaken/to be undertaken in 2014/15, the Outcomes; Measures and Targets; Milestones; and, Actions and Achievements to date against Outcomes, Measures and Targets

CBC Corporate Plan Aims 'Our aspiration for Chesterfield Borough is to be ...'	CBC Corporate Plan Outcomes 'In 3 years from now, the Borough will look and feel like this	CBC Measures and Targets - 'We will know we're achieving our outcomes by measuring progress on the following ...'	Additional Agreed Measures and Targets	Milestones	Actions and achievements to date
<p>1. A Sustainable Community – A clean, green, and attractive Borough, where our open spaces and built heritage are valued.</p>	<p>1.1 Our environment will be cleaner and greener</p> <p>1.2 The quality and biodiversity of our parks and open spaces will be improved</p> <p>1.3 There will be improved community</p>	<p><i>Please refer to the Council's Corporate Plan 2011-14 and identify any Measures and Targets you feel your organisation can contribute towards in the coming year</i></p> <p>1.1 Shopmobility recycles waste and our equipment is environmentally friendly.</p> <p>1.2 Shopmobility promotes the use of parks, tracks, trails and open spaces by our members.</p> <p>1.3 Our long term loan</p>	<p><i>Please identify any other measures and targets you could use to help deliver the Council's Corporate Plan Outcomes as identified in the second column</i></p> <p>Provision of mobility scooters and equipment in chesterfield borough to access services. Increase membership and repair facility to promote independence Provide appropriate</p>	<p><i>Please identify key dates/actions/events expected in the coming year to help deliver measures and targets.</i></p> <p>Monitor on a six monthly programme By post, telephone and reception feedback forms</p> <p>Promote safety</p>	<p><i>Please leave blank – this column will need to be completed for monitoring purposes half way through the financial year</i></p>

	<p>use of our parks.</p> <p>1.4 Our built heritage will be protected and enhanced.</p> <p>1.5 More of the Borough's waste will be recycled.</p>	<p><i>members use parks on a regular basis this promotes their independence.</i></p> <p><i>1.4 Our members use our equipment to visit places of historical interest within the borough.</i></p> <p><i>1.5 Shopmobility actively promotes recycling</i></p>	<p><i>equipment that meets our customer needs.</i></p> <p><i>Increase membership</i></p> <p><i>Increase daily use by 2%</i></p> <p><i>Increase repair facility to 35 per month.</i></p> <p><i>Review customer needs e.g. safety and operation of equipment for example right or left operation.</i></p> <p><i>Evaluate town centre service, improve and monitor all service provision.</i></p>	<p><i>awareness at all times.</i></p> <p><i>Monitor safety checks at point of hire and signed reminder of safety instructions, carried out</i></p> <p><i>Questioner on reception re customer need.</i></p> <p><i>Raise awareness at local events and local hire</i></p>	<p><i>Monitor 6 monthly</i></p>
<p>2. A Cohesive Community with equality of access to services – An inclusive Borough, where everyone feels valued and has equal and fair access to local services.</p>	<p>2.1 Our services will be accessible to our communities.</p> <p>2.2 We will be recognised as an Equalities leader.</p> <p>2.3 Opportunities will have been maximised to reduce economic inequality.</p>	<p><i>2.1 Shopmobility provides the means to access council services by disabled people</i></p> <p><i>2.2 Shopmobility operates an active equal opportunity policy for staff, volunteers, and customers.</i></p> <p><i>2.3 Our service is at an affordable level to enable members to access all</i></p>	<p><i>Provide services within local communities by road shows and leaflet/publicity campaigns, target 4 events 5% target increase in scooter hire at events.</i></p> <p><i>Promote with existing and new membership by poster and leaflet</i></p>	<p><i>Promote our services that provide (long term loans) independence and combat isolation within local communities</i></p> <p><i>Target 4 events</i></p>	

	<p>2.4 There will be improved opportunities for community engagement.</p>	<p><i>local retail services.</i> 2.4 <i>The independence our services provide opportunities for disabled people to access communities.</i></p>	<p><i>campaign 5% target increase in membership</i> <i>Promote chesterfield Shopmobility to the wider community.</i></p> <p><i>Promote safety awareness with membership and the general public</i></p> <p><i>Carry out safety checks at point of hire and members sign the reminder of safety instructions.</i></p> <p><i>Postal community questioner available to local centres and on reception.</i> <i>Raise safety awareness at local events.</i></p>	<p><i>Monitor daily use and collate data from membership catchment area.</i></p> <p><i>Target 2% membership Increase.</i> <i>Repair/breakdown facility 20 per month.</i></p>	
<p>3. A Community with Decent Homes for All – A place where everyone has fair access to a</p>	<p>3.1 More of our community will be satisfied with the Borough as a place to</p>	<p>3.1 <i>Use of our services brings about satisfaction and improved self-esteem therefore</i></p>	<p><i>Update all long/short term loan provision to meet individual need.</i> <i>Consult with</i></p>		

<p>decent and affordable home.</p>	<p>live.</p> <p>3.2 More homes will be Decent across all tenures.</p> <p>3.3 There will be fair access to suitable housing which address community needs across all tenures.</p> <p>3.4 Good progress will have been made in tackling fuel poverty and increasing energy efficiency.</p> <p>3.5 More empty properties will have been brought back into use.</p>	<p><i>satisfaction within the home environment.</i></p> <p>3.2</p> <p>3.3 A mobility equipment access survey is carried out this determines the needs of our members within the home and community.</p> <p>3.4 <i>all our scooters and power chairs are electric and charged overnight to sustain energy efficiency. All batteries are recycled.</i></p>	<p><i>members to meet their needs in the town centre and borough.</i></p>	<p><i>Monitor 6 monthly</i></p>	
<p>4. A Working and Learning Community – A thriving Borough, where everyone has access to the jobs, training and the support they need.</p>	<p>4.1 There will be a growing and diverse business community.</p> <p>4.2 The town and local centres will be thriving and attractive.</p> <p>4.3 We will strive to</p>	<p><i>4.1 we provide a placement pathway to the work environment including volunteering.</i></p> <p>4.2</p> <p>4.3 <i>Our opportunities for</i></p>		<p><i>Monitor bimonthly</i></p>	

	<p>achieve more opportunities for local people of all ages to work and learn.</p> <p>4.4 The Borough will have a national profile as a visitor and business destination.</p>	<p><i>voluntary and work placements cover all ages.</i></p> <p><i>Our customers come from all areas national and international. We are affiliated to the National Federation of Shopmobility.</i></p>			
<p>5. A Safe, Healthy and Active Community – A healthy and safe Borough, where the community is free from the fear of crime.</p>	<p>5.1 Health inequalities will have reduced in the 20% most disadvantaged areas by 2016.</p> <p>5.2 Participation in sport and recreation will have increased; particularly amongst ‘hard to reach’ groups and the quality of our leisure centres will have improved.</p> <p>5.3 Our communities will be safer and fear of crime will be lower.</p> <p>5.4 Our cultural offer will have improved and we will have increased</p>	<p><i>5.1 The services we provide combat isolation within local communities and provide the opportunity for social inclusion within the town and further afield.</i></p> <p><i>5.2 Our long term loan service provides access to leisure centres and the health benefits available.</i></p> <p><i>5.3 we operate a full health and safety policy, including equipment cleansing procedures to combat cross infections possible with constant use of our equipment.</i></p> <p><i>We operate a policy of</i></p>	<p><i>Provide statically information for chesterfield borough council to assist with the catchment area for disabled people using chesterfield and visiting locally.</i></p>		

	<p>opportunities for community engagement in arts and culture.</p> <p>5.5 We will have a more effective local response to extreme winter weather events</p>	<p><i>safety including driving tests and crime reduction instructions to our members also the use of white water marking.</i></p> <p><i>Our unique breakdown service provides our members with a safe option of recovery if broken-down in the community including a replacement scooter for safe return home.</i></p> <p>5.4 5.5 <i>We monitor weather conditions daily and in extreme weather conditions operate a shopping prescient service only. This enables members to continue with essential shopping and social activity.</i></p>	<p><i>Monitor 6 monthly</i></p> <p><i>Monitor 6 monthly</i></p> <p><i>Monitor daily.</i></p>		
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Service Level Agreement between Chesterfield Borough Council and Links: the Chesterfield & N.E. Derbyshire CVS & Action Ltd

Schedule 1 – Work Programme for Service Delivery

Details of activity undertaken/to be undertaken in 2014/15, the Outcomes; Measures and Targets; Milestones; and, Actions and Achievements to date against Outcomes, Measures and Targets

CBC Corporate Plan Aims 'Our aspiration for Chesterfield Borough is to be ...'	CBC Corporate Plan Outcomes 'In 3 years from now, the Borough will look and feel like this	CBC Measures and Targets - 'We will know we're achieving our outcomes by measuring progress on the following ...'	Additional Agreed Measures and Targets	Milestones	Actions and achievements to date
1. A Sustainable Community – A clean, green, and attractive Borough, where our open spaces and built heritage are valued.	1.1 Our environment will be cleaner and greener 1.2 The quality and biodiversity of our parks	<i>Please refer to the Council's Corporate Plan 2011-14 and identify any Measures and Targets you feel your organisation can contribute towards in the coming year</i> Satisfaction with Parks and Open Spaces	<i>Please identify any other measures and targets you could use to help deliver the Council's Corporate Plan Outcomes as identified in the second column</i> One to one advice to 5 groups p.a. including advice on CBC Community Chest	<i>Please identify key dates/actions/events expected in the coming year to help deliver measures and targets.</i> Initial advice on legal structures, leases, asset transfer, community right to bid and funding for	<i>Please leave blank – this column will need to be completed for monitoring purposes half way through the financial year</i>

	<p>and open spaces will be improved</p> <p>1.3 There will be improved community use of our parks.</p> <p>1.4 Our built heritage will be protected and enhanced.</p> <p>1.5 More of the Borough's waste will be recycled.</p>			<p>Friends of groups and other community associations.</p>	
<p>2. A Cohesive Community with equality of access to services – An inclusive Borough, where everyone feels valued and has equal and fair access to local services.</p>	<p>2.1 Our services will be accessible to our communities.</p> <p>2.2 We will be recognised as an Equalities leader.</p> <p>2.3 Opportunities will have been maximised to reduce economic inequality.</p> <p>2.4 There will be improved opportunities for community</p>	<p>Progress towards excellent level of the Equalities Framework.</p> <p>Increased awareness of Financial Exclusion help and advice</p>	<p>One to one advice to 10 groups p.a. plus involvement in CBC Equality & Diversity Forum & DPF & Big Local if funded.</p>	<p>Support and encourage equalities groups to take part in CBC Equality & Diversity Forum.</p> <p>Continue paid consultancy for Big Local Hasland & Grassmoor if Work Plan approved by Big Local Trust</p>	

	engagement.				
<p>3. A Community with Decent Homes for All – A place where everyone has fair access to a decent and affordable home.</p>	<p>3.1 More of our community will be satisfied with the Borough as a place to live.</p> <p>3.2 More homes will be Decent across all tenures.</p> <p>3.3 There will be fair access to suitable housing which address community needs across all tenures.</p> <p>3.4 Good progress will have been made in tackling fuel poverty and increasing energy efficiency.</p> <p>3.5 More empty properties will have been brought back into use.</p>	<p>Could facilitate involvement and consultation with equalities groups if funding available</p>	<p>Discuss with housing department whether funding available</p>	<p>Initial discussions by December 2014 if funding available</p>	
<p>4. A Working and Learning Community – A thriving Borough,</p>	<p>4.1 There will be a growing and diverse business community.</p>	<p>Contribute via advice on social enterprise, mutuals and tenders</p>	<p>One to one advice to 2 potential social enterprises p.a.</p>		

<p>where everyone has access to the jobs, training and the support they need.</p>	<p>4.2 The town and local centres will be thriving and attractive.</p> <p>4.3 We will strive to achieve more opportunities for local people of all ages to work and learn.</p> <p>4.4 The Borough will have a national profile as a visitor and business destination.</p>	<p>Contribute via social value clauses in contracts</p>	<p>One to one advice to 5 groups p.a.</p>		
<p>5. A Safe, Healthy and Active Community – A healthy and safe Borough, where the community is free from the fear of crime.</p>	<p>5.1 Health inequalities will have reduced in the 20% most disadvantaged areas by 2016.</p> <p>5.2 Participation in sport and recreation will have increased; particularly amongst 'hard to reach' groups and the quality of our leisure centres will have improved.</p> <p>5.3 Our communities</p>	<p>Contribute via advice to groups</p> <p>Contribute via advice to groups particularly hard to reach groups</p>	<p>One to one advice to 20 groups p.a.</p> <p>One to one advice to 25 groups p.a.</p>		

	<p>will be safer and fear of crime will be lower.</p> <p>5.4 Our cultural offer will have improved and we will have increased opportunities for community engagement in arts and culture.</p> <p>5.5 We will have a more effective local response to extreme winter weather events</p>	<p>Contribute via advice to arts groups etc</p>	<p>One to one advice to 5 groups p.a.</p>		
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Service Level Agreement between Chesterfield Borough Council and Derbyshire Unemployed Workers' Centres

Schedule 1 – Work Programme for Service Delivery

Details of activity undertaken/to be undertaken in 2014/15, the Outcomes; Measures and Targets; Milestones; and, Actions and Achievements to date against Outcomes, Measures and Targets

CBC Corporate Plan Aims 'Our aspiration for Chesterfield Borough is to be ...'	CBC Corporate Plan Outcomes 'In 3 years from now, the Borough will look and feel like this	CBC Measures and Targets - 'We will know we're achieving our outcomes by measuring progress on the following ...'	Additional Agreed Measures and Targets	Milestones	Actions and achievements to date
<p>1. A Sustainable Community – A clean, green, and attractive Borough, where our open spaces and built heritage are valued.</p>	<p>1.1 Our environment will be cleaner and greener</p> <p>1.2 The quality and biodiversity of our parks and open spaces will be improved</p> <p>1.3 There will be</p>	<p><i>Please refer to the Council's Corporate Plan 2011-14 and identify any Measures and Targets you feel your organisation can contribute towards in the coming year</i></p>	<p><i>Please identify any other measures and targets you could use to help deliver the Council's Corporate Plan Outcomes as identified in the second column</i></p>	<p><i>Please identify key dates/actions/events expected in the coming year to help deliver measures and targets.</i></p>	<p><i>Please leave blank – this column will need to be completed for monitoring purposes half way through the financial year</i></p>

	<p>improved community use of our parks.</p> <p>1.4 Our built heritage will be protected and enhanced.</p> <p>1.5 More of the Borough's waste will be recycled.</p>				
<p>2. A Cohesive Community with equality of access to services – An inclusive Borough, where everyone feels valued and has equal and fair access to local services.</p>	<p>2.1 Our services will be accessible to our communities.</p> <p>2.2 We will be recognised as an Equalities leader.</p> <p>2.3 Opportunities will have been maximised to reduce economic inequality.</p> <p>2.4 There will be improved opportunities for community engagement.</p>	<p>Provision of face to face welfare rights advice at three sites within the Borough.</p> <p>Provision of advice in the home and over the telephone where appropriate.</p>	<p>Ensuring no barriers to use of DUWC services.</p> <p>Targeting 'hard to reach' groups:</p> <p>Advice provided at three sites – Central, Brimington, Staveley.</p> <p>Targets: 3000 cases to be dealt with in total 12 home visits to be carried out.</p> <p>250 cases dealt with by telephone</p>	<p>. Advice provided at three sites – Central, Brimington, Staveley.</p> <p>Targets: 3,000 cases to be dealt with in total 12 home visits to be carried out.</p> <p>250 cases dealt with by telephone</p> <p>.</p>	
<p>3. A Community with Decent Homes for All –</p>	<p>3.1 More of our community will be</p>	<p>Fewer households living in poverty due to</p>	<p>Households assisted with Housing/Council</p>	<p>Target: 400 households advised</p>	

<p>A place where everyone has fair access to a decent and affordable home.</p>	<p>satisfied with the Borough as a place to live.</p> <p>3.2 More homes will be Decent across all tenures.</p> <p>3.3 There will be fair access to suitable housing which address community needs across all tenures.</p> <p>3.4 Good progress will have been made in tackling fuel poverty and increasing energy efficiency.</p> <p>3.5 More empty properties will have been brought back into use.</p>	<p>unclaimed benefits and credits.</p>	<p>Tax benefit claims.</p> <p>Income maximisation advice contributes to reduction in fuel poverty.</p> <p>Target: 400 households advised on Housing and Council Tax benefits.</p>	<p>on Housing and Council Tax benefits.</p>	
<p>4. A Working and Learning Community – A thriving Borough, where everyone has access to the jobs, training and the support they need.</p>	<p>4.1 There will be a growing and diverse business community.</p> <p>4.2 The town and local centres will be thriving and attractive.</p>	<p>Money brought into the local economy as a result of income maximisation advice, therefore supporting local businesses.</p>	<p>Volunteering opportunities offered to Chesterfield residents providing training and work experience.</p> <p>Targets: Total of £2</p>	<p>Targets: Total of £2 million is brought into north Derbyshire in new benefit and credit claims to be potentially spent in Chesterfield.</p>	

	<p>4.3 We will strive to achieve more opportunities for local people of all ages to work and learn.</p> <p>4.4 The Borough will have a national profile as a visitor and business destination.</p>		<p>million is brought into north Derbyshire in new benefit and credit claims to be potentially spent in Chesterfield.</p> <p>Total of 10 volunteers resident in Chesterfield contribute to DUWC service delivery.</p> <p>Close links continue with Chesterfield Volunteer Centre.</p>	<p>Total of 10 volunteers resident in Chesterfield contribute to DUWC service delivery.</p>	
<p>5. A Safe, Healthy and Active Community – A healthy and safe Borough, where the community is free from the fear of crime.</p>	<p>5.1 Health inequalities will have reduced in the 20% most disadvantaged areas by 2016.</p> <p>5.2 Participation in sport and recreation will have increased; particularly amongst 'hard to reach' groups and the quality of our leisure centres will have improved.</p> <p>5.3 Our communities will be safer and fear of crime will be lower.</p>	<p>Health inequalities tackled by ensuring households are claiming disability, ill health and caring benefits.</p>	<p>Those seeking help from DUWC are also signposted to other organisations for additional health based assistance e.g. Trust, Asbestos Support Team.</p> <p>Target: 1000 households advised on DLA/IB/CA/IIDB/ESA claims.</p>	<p>Engagement with and help to develop Chesterfield's May Day Festival.</p>	

	<p>5.4 Our cultural offer will have improved and we will have increased opportunities for community engagement in arts and culture.</p> <p>5.5 We will have a more effective local response to extreme winter weather events</p>				
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