



Chesterfield Borough Council

**Equality and
Diversity Annual
Report
2021 – 22**



Are we accessible to you?

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

On request we will provide free:

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

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1. Introduction from Cllr Sharon Blank, Cabinet Member for Governance



Welcome to Chesterfield Borough Council's Equalities Annual Report for 2021/22. The report highlights some of the work we have been doing over the last year to promote and celebrate equality and diversity within our services and out in the wider community.

Online meetings and activities continued throughout the year and it is pleasing that they were attended by a much wider and diverse audience than previously. Once again, the Holocaust Remembrance Day event was, for me personally, such a moving and effective event managing to, somehow, take the participants into the fearful world described.

I am acutely aware of how important the various exercise programmes designed for those with or recovering from ill health are to the individuals involved - socially as well as for the physical benefits. It is fantastic that these have resumed at the leisure centres, for example "Exercise by Referral" or "Live Life Better" programmes, and out in the community, for example walking groups, giving some of the most vulnerable people a lifeline to a more fulfilling life.

We are very proud of our achievements and will continue to "Put Our Communities First", treating people fairly in everything we do as a service provider, employer and community leader. We believe we are continuing to make a real difference to the quality of life of our residents, businesses and visitors.

2. Equality and Diversity Strategy – Action Plan Progress

2.1. Our current Equality and Diversity Strategy outlines our corporate equality objectives between 2019 and 2023, and the way in which we plan to promote equality and diversity both within the Council and with our communities. The Equality and Diversity Policy and Strategy provide a framework for the Council to continue to ensure that the services we provide are fair and meet the needs of the local community, and that we discharge and progress our responsibilities under the Equality Act 2010.

2.2. In addition to reporting on our progress in implementing the strategy and action plan through these annual reports, progress is also monitored via the corporate performance management framework. The Equality and Diversity Forum also have a role in scrutinising our performance in delivering the strategy.

2.3. Below is a table which details progress during 2021/22 for the activities which contribute to the action plan outcomes for the four-year Strategy:

Objective 1: Ensuring a fair approach to the Council’s decision making, and that service changes address the needs of our communities in an equitable way, taking account of the needs of people with protected characteristics.	
Fair decision making	Update
1. Continuing to embed the Council’s commitment to equalities in its service planning and delivery by delivering a robust equality impact assessment process, and upholding the importance of this during financially challenging times.	During 2022 the Policy and Partnerships team have continued to highlight the need for EIAs to be completed for new projects, policies etc. So far more than 13 EIAs have been reviewed by the team.
2. Providing employees with training and development opportunities so that they have the skills, abilities and confidence to recognise and respond appropriately and sensitively to diversity and discrimination, both within the workplace and when delivering services. Delivering ongoing equality and diversity refresher training as required with services and a range of additional awareness raising modules on locally relevant themes.	Working with the forum, the Policy and Partnerships team have provided equality and diversity awareness training which is available for staff to attend (for example deaf awareness, online hate and presentations from the Samaritans and Deaf-initely women.) Refresher training for staff continues to be provided online via Aspire learning
3. Encouraging involvement from all communities in the shaping, development, delivery and monitoring of local services, continuing to monitor use and satisfaction with our services to identify access/accessibility issues / satisfaction with our services from different groups.	The Policy and Partnerships team continue to work closely with the Chesterfield Equality and Diversity Forum which acts as a critical friend for CBC (e.g. reviewing the Breast Feeding Policy, choosing locally relevant themes for training). Regular engagement and consultation activity throughout the year helps the shaping of local services (e.g. LGBT+ project, Leisure survey, Are You Being Served resident’s survey, STAR tenant’s survey).



	Documentation for the website is now being accessibility checked before being published.
4. Empowering local communities and organisations by publishing equality and diversity information and outcomes so that they feel they can understand the reasons for Council decisions and challenge them if they feel it necessary.	Regulatory Public Sector Equality Duty data is published on line and can be found here: https://www.chesterfield.gov.uk/living-here/people-and-families/equality-and-diversity/equality-and-diversity-data.aspx
Understanding our communities	
5. Support the planning and delivery of the local arrangements for the 2021 Census.	The 2021 Census was successfully delivered. Output from the Census is now awaited, work on analysing the data will follow. A key part of Census delivery in Chesterfield included working with the Office of National Statistics to develop local accessibility arrangements to enable harder to reach groups to take part in the Census and ensure strong response rates and data quality.
6. Maintain the State of the Borough report in line with latest available information, including Census 2021 data as available.	The State of Borough was last updated Summer 2021 and is available on the CBC website. This will be updated further in Summer 2022 when initial census data is received.
7. Ensuring that translation and interpretation made available by Chesterfield Borough Council meets the needs of local communities by reviewing and revising our current arrangements.	Census output is awaited. Once received, data will be analysed and translation / interpretation available will be adjusted accordingly. Procedures are now in place to respond to the translation needs of refugees and asylum seekers, this may mean that additional languages need translation services moving forward.



Objective 2: Supporting equitable access to high quality services that recognise the needs of different customers	
Supporting access to services	Update
<p>1. Supporting and facilitating the Chesterfield Equality and Diversity Forum to act as a critical friend, improving and championing access to the Council's services for all.</p>	<p>The Equality and Diversity Forum have met regularly and have worked together with Chesterfield Borough Council and acted as a critical friend when discussing current issues and projects and agreeing relevant topics for discussion at meetings and training events. The forum has worked with the team to plan activities for the year to meet the Council Plan objective. The forum has also been involved in reviewing / considering new initiatives (e.g. Breast feeding policy)</p>
<p>2. Making sure that our communities are able to access our bespoke health and wellbeing offer in our Theatres, parks and leisure centres, for example, by facilitating the Theatres Access Group, providing targeted activities such as autism friendly swim sessions, encouraging groups who share protected characteristics to use our parks for events, maintaining our Green Flag status for 5 parks, and promoting positive mental health and wellbeing especially in targeted and hard to reach sectors of the community.</p>	<p>Health and Wellbeing officer continues to provide this service; the cultural access group continues to work effectively, targeted sessions are being run, Green Flag status is retained.</p>
<p>3. Retaining our Customer Service Excellence accreditation</p>	<p>The Customer Services team continue to meet the requirements of the Customer Service Excellence Standard with all elements being fully compliant.</p>
<p>4. Continuing to take an active role in Dementia Friendly Chesterfield</p>	<p>Dementia friendly walks and films continue to be a regular offer and are well supported by the community.</p>
Accessibility of information	
<p>5. Review the corporate accessibility statement to ensure that it is reflective of and accessible to our local communities</p>	<p>Census output is awaited. Once received, data will be analysed and translation / interpretation available will be adjusted accordingly.</p>
<p>6. Developing the council's website, intranet and microsites to make them accessible to all our internal and external customers. This will include improving the quality and usability of our online information, to comply with EU Web Accessibility Directive, and to improve the user experience for customers with additional needs (such as visual, reading or motor impairments). We will also include subtitles on all videos published online, such as on YouTube, Facebook, Twitter and on the council website including self service areas.</p>	<p>We carry out weekly spot checks and quarterly reviews of the full council website, to make sure that it remains accessible to our customers. The site consistently ranks in the top ten per cent of council websites in the independent Sitemorse Local Government Index. A website accessibility statement was published on 23 September 2020 in accordance with the EU Web Accessibility Directive, and was most recently reviewed on 11 January 2022.</p>



	<p>In January 2022 we passed an accessibility audit that was carried out on chesterfield.gov.uk by the Government Digital Service (GDS), on behalf of the Cabinet Office.</p> <p>We add subtitles to all our videos using the functionality in YouTube; subtitles are carried forward wherever the video is displayed such as on Facebook, Twitter, or embedded in web pages on the council website.</p>
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Objective 3: Encourage mutual understanding and respect between our communities.	
Raising awareness	Update
<p>7. Raising awareness of local equality issues and celebrating our diverse communities through the delivery of a minimum of four events each year through Chesterfield Equality and Diversity Forum on a range of locally relevant equality themes.</p>	<p>The Equality and Diversity Forum have successfully delivered four online events during 2020/21; Deaf Awareness Training, Stop Hate Training, Holocaust Memorial Day and International Women’s Day. An LGBT+ research project is also being completed across two financial years.</p>
Supporting vulnerable people	
<p>8. Managing the Syrian vulnerable persons resettlement and associated programmes for CBC.</p>	<p>CBC continues to play a key role in the UK Resettlement Scheme Partnership regional meetings, supporting and coordinating local approaches to a number of schemes including: the Syrian vulnerable persons resettlement, Afghan Relocations and Assistance Policy (ARAP), Afghan Citizens’ Resettlement Scheme (ACRS), Homes for Ukraine and asylum dispersal.</p>
<p>9. Completing the Safeguarding Children and Vulnerable Adult self-assessment and action plan working with Derbyshire safeguarding Boards</p>	<p>CBC continues to play a key role in the Derbyshire District Safeguarding Leads meetings, where best practice sharing and joint working takes place, particularly in the development of policy and training approaches.</p>
<p>10. Delivering community safety priorities through the Community Safety Partnership using this forum to help tackle issues facing our communities through creating a common vision and sense of belonging developing strong, positive relationships between people from different backgrounds and ensuring joint community engagement and tension monitoring plans are in place where appropriate.</p>	<p>The Policy and Partnerships team have worked extensively with the Community Safety Partnership to ensure that equality and diversity is at the forefront of their strategies, policies, procedures, and practices – for example in the development of the new Anti-social behaviour strategy.</p>
<p>11. Continue to work with partners to tackle homelessness – dealing with over 900 cases per year</p>	<p>The revised Rough Sleeper Strategy was approved by Cabinet in June 2021. The strategy includes 38 commitments around prevention, intervention and recovery. The official Rough Sleeper Count figures</p>



	demonstrate a reduction in rough sleeper numbers:										
	<table border="1"> <thead> <tr> <th>Year</th> <th>Number</th> </tr> </thead> <tbody> <tr> <td>2018</td> <td>18</td> </tr> <tr> <td>2019</td> <td>13</td> </tr> <tr> <td>2020</td> <td>9</td> </tr> <tr> <td>2021</td> <td>5</td> </tr> </tbody> </table>	Year	Number	2018	18	2019	13	2020	9	2021	5
Year	Number										
2018	18										
2019	13										
2020	9										
2021	5										

Objective 4: To maintain a modern and diverse workforce that is reflective of the local community and feels valued and treated fairly

Employee wellbeing	Update
12. Responding effectively to the gender pay gap reporting requirements including action planning.	The gender pay gap report has been produced for 2021 and can be found here: https://www.chesterfield.gov.uk/living-here/people-and-families/equality-and-diversity/gender-pay-gap.aspx
13. Seek employee feedback through the annual employee survey and develop and deliver annual action plans to address issues and trends identified.	The annual employee survey wasn't carried out during 21-22 due to the IIP assessment. However as part of the IIP assessment a staff survey was carried out and employee feedback gained through survey questions. An action plan has been developed and will be reviewed at 12 and 24 months.
Recruitment	
14. Maintain and build on the Council's Investors in People status	Gold standard achieved reflects the culture of trust, collaboration, and strong values that we have all created here at Chesterfield Borough Council. In October 2021 the Council also received the Silver Award in the Ministry of Defence Employer Recognition Award.
15. Transform the recruitment web portal to attract a diverse range of candidates, using best practice from other councils	In 2021 we reviewed and updated the recruitment web portal. Firstly to make sure it was in an accessible format for applicants and secondly to refine all of our documents held on the site. HR worked alongside the Communications and Marketing team to update all of the materials using a variety of methods (as much as COVID lockdowns allowed) and it went live in June 2021.
16. Maximise opportunities for engagement with businesses and schools, promoting careers and apprenticeships in local government	Monitored in the Council Plan, apprenticeships and careers continue to be promoted.

Objective 5: To make sure that local people who share protected characteristics are able to access opportunities in employment and growth.

Inclusive approach to growth	Update
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<p>17. Supporting 5000 children to prepare for future job opportunities through the HS2 and you initiative.</p>	<p>HS2 and You Careers Information Leaflet was issued to 5000 students in years 5/6/7/8 across the North Derbyshire Growth Zone. This was followed by a 2 year careers engagement programme from June 2019 providing in -school careers activity workshops that raised awareness of rail related careers and STEM Skills required to access opportunities in the rail sector. The COVID Pandemic severely impacted delivery meaning that the in-person programme ceased in March 2020. To mitigate impact of this disruption a rail competition was launched in schools in the spring of 2021. The winning School were treated to a VIP tour of Barrow Hill Round House in November 2021 which included Rail Related Careers Workshop delivered by Rail Forum Midlands.</p>
<p>18. Providing the Young Person’s Market, where stalls are available free of charge for anyone aged between 5 and 25 years old.</p>	<p>The Young Persons’ Market is a national initiative being run across England and has been successfully run in Chesterfield for the last 5 years with 4 markets held each year.</p>
<p>Apprenticeships</p>	
<p>19. Help to develop the careers of over 90 apprentices across the Council by ensuring that we provide opportunities for people to develop qualifications, vocational skills and increase employability</p>	<p>In the last 4 years we have had 97 apprenticeships within the council as follows: 2018/19 – 28 Apprenticeships 2019/20 – 28 Apprenticeships 2020/21 – 23 Apprenticeships 2021/22 – 18 Apprenticeships</p>
<p>20. Enable 350 apprenticeships via the apprentice town initiative by working alongside and supporting apprentice providers.</p>	<p>The transition from Apprenticeship Frameworks to Standards and the Covid 19 pandemic has impacted upon apprenticeship start; There were 670 apprenticeship starts in 2020/21. The Apprentice Town Web pages have continued to be updated to highlight local case studies, vacancies and support available to residents and employers – The web pages have been supported with a social media programme and blog series and since 2019 there has been 113% increase in the number of annual unique page views rising from 7091 in 2019 to 15,121.</p>
<p>21. Work in partnership with Chesterfield college to explore opportunities for joint working (e.g. catering placements, trade staff supporting tutors and assessors)</p>	<p>We have continued to work in partnership with Chesterfield College, particularly in respect of project development for a number of skills capital projects including DRIIVE. We work closely with the College, along with other training provider partners to align ‘local labour activity’ – For example, a programme of work experience was a range for college students during the construction of the One Waterside Place and students have been involved in construction related careers activity including</p>



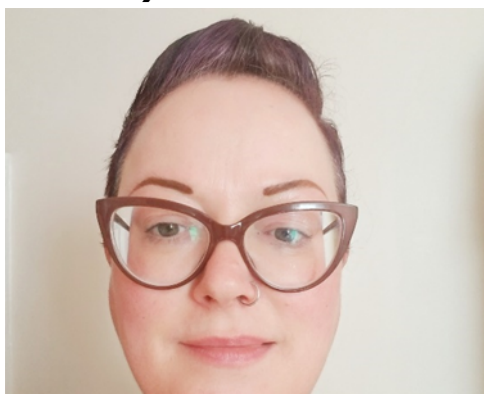
	site visits and the women in construction mentoring programme .
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Objective 6: Supporting independence at home for our tenants, local residents and vulnerable people.	Update
22. Support independence at home for vulnerable people through our Careline and Neighbourhoods service, and delivering Disabled Facilities Grants.	81 Disabled Facilities Grants were completed in 2021. Careline have continued to operate providing an essential falls service and support for our customers.
23. Maintain independent living through the continued support of vulnerable people - Invest in over 1350 major improvements in our council homes including new kitchens, bathrooms, heating systems, windows and rewiring, ensuring that 100% of our Council homes meet the decent homes standard	We continue to strive to maintain independent living for vulnerable people through Careline and tenancy sustainment services. 100% of our homes meet the decent homes standard.

3. Chesterfield Equality and Diversity Forum

3.1. Despite the ongoing covid-19 restrictions during 2021/22, Chesterfield Equality and Diversity Forum has continued to reach wide audiences, with meetings and activities continuing online. As a result of hosting activities online, we have managed to reach a wider and more diverse audience, with new participants being able to take part, and this approach is something that the Forum would like to continue alongside the more traditional face-to-face activities. The Forum has continued to work together to share ideas and best practice, be a 'critical friend', and raise awareness in the community of equality and diversity. One of the most important contributions of the Forum is the successful engagement with the wider community, and at the beginning of this year, the Forum held a workshop looking at demographics and locally relevant topics to develop a plan of activities and events for the year. This resulted in a year of excellent online educational and awareness raising activities led by the Forum.

A message from Sarah Roy, Chair of Chesterfield Equality and Diversity Forum



I am very pleased to be able to carry on as chair of the Equality and Diversity Forum again this year. Once more, it's been a challenging year and we are very proud that we have



again been able to offer new and inspiring activities, learning and events for the people of Chesterfield. A big thank you to all of our forum members, old and new, for their support to enable the Council to fulfil its commitment to equality and diversity. It has been encouraging for us to see our core groups of charities and organisations continuing their involvement throughout the final months of the pandemic as we acknowledge they had such a difficult time over the last two years and it had been a worry that some may not withstand the restrictions and financial pressures they were put under.

So, let's look at some of our greatest achievements over the last year!

In September 2021, Bill Howe from Stop Hate UK presented a two hour webinar entitled "Free speech, Social Media and Hate Speech – what is lawful, what is appropriate and what is not". The delegates explored how opinions attitudes and prejudice are influenced and shaped by unconscious bias, media bias, fake news and the impact of hate speech upon individuals and communities. Participants were from a wide variety of backgrounds, age groups and with different experiences of using social media. The discussions resulting from the session provided an excellent opportunity for people to share their experiences and reflect on how they might reconsider some of their social media interactions.

After listening to the feedback from forum members, we worked with a company called Signs 4 Life in November to deliver some deaf awareness training. Key topics covered included identifying the barriers that Deaf people and people with hearing loss face, methods of communication including applying the finger-spelling alphabet and exploring the Deaf community and culture. The training was available to the public and received some excellent feedback.

This year, the guest speaker at our Holocaust Memorial Day event this year was Anita Peleg, who spoke about her mother, Naomi Blake. Naomi was born in 1924 in Czechoslovakia. In April 1944 Naomi and her family were transported in the notorious cattle trains to Auschwitz where many of her family members died in the gas chambers. Naomi and her sister were sent to Brahnau concentration camp to work. After escaping from her Nazi captors Naomi returned home to find that her home was in ruins and 17 family members, including 10 young nieces and nephews had been murdered. Anita used audio testimony of Naomi, historical photos and images of Naomi's sculpture work to illustrate the talk, which was delivered via a very well-attended online Teams event.

For International Women's Day in March 2022, in line with this year's theme of #BreakTheBias, we connected with local women who have been making their



mark and successfully building a career in industries that are usually male dominated. In partnership with Chesterfield College and the Fire Service a series of short videos and testimonials were posted on social media throughout the day. Online engagement was particularly high, with 310 on Facebook, 62 on Twitter, 21 on LinkedIn, 14 on Instagram and 73 views on YouTube.

With Covid restrictions now ended, we will be able to bring you more events in person in the coming year and we are welcoming some new forum members in 2022. If you would like further details of our future meetings or activities, please get in touch because we have a lot of exciting plans!

3.2. Equality and Diversity Forum meetings and engagement

A key aim of the Forum is to raise awareness of equalities and issues affecting local people. The Forum has over 200 members that receive regular information about the meetings, events and equalities news. 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 and diversity.

During 2021/22 there were high levels of engagement at the online meetings with a variety of issues being considered including: LGBT+ activity update and renunciation of rights in Poland, Ashgate Hospice equalities update, Samaritans vision and support offered by Deaf-initely Women. During February, the Forum had an initial workshop looking at local data to plan equality and diversity events, training and activities for 2022-2023.

3.3 Equality and Diversity Forum events and activities

In addition to the meetings, during 2021/22 the Equality and Diversity Forum have continued to organise, host and support a number of events throughout the year on a range of equality themes that are relevant to the community, and drawing in additional funding to maximise the impact we can all make in the community and to pool our limited resources. We would like to thank all those who have given up their time to support and help plan the following events that have taken place over the past year. Events during 2021/22

included:



Signs4Life Deaf Awareness Training

In November 2021, Signs 4 Life provided an online Deaf Awareness and Sign Language workshop. Key topics covered included:

- Identifying the barriers that deaf and people with hearing loss face
- Methods of communication including applying the finger-spelling alphabet
- How to implement positive methods of communication, and offer an equal service
- Exploring the deaf community and culture.

Some of the comments provided to us when we asked for feedback from the session are below:

I will use this in my day to day work. I meet deaf and hearing impaired people in my role working with members of the public.

I found the personal experiences of the presenter of growing up and living with deafness were very enlightening.

To have a better understanding from a deaf persons' point of view. I found it very interesting the difference in which BSL say the same sentence as the one we speak.



Free Speech, Social Media and Hate Speech Training

In September, Bill Howe from Stop Hate UK presented a two hour webinar focussing on Free speech, Social Media and Hate Speech – what is lawful, what is appropriate and what is not.

The delegates explored how opinions attitudes and prejudice are influenced and shaped by unconscious bias, media bias, and fake news and the impact of Hate Crime/Hate Speech upon individuals and communities.

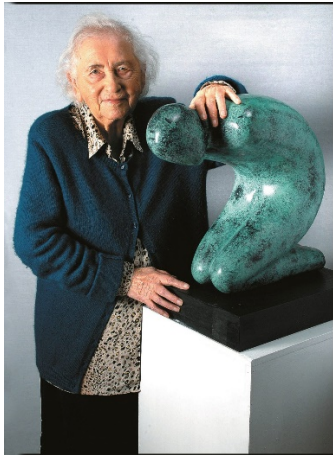
Some of the comments provided to us when we asked for feedback from the session are below:

To impart knowledge and challenge young people I work with.

Makes me more aware of fake news and stuff that incites negative thoughts or feelings

Become more aware and responsive to microaggressions

What hate crime is and how under reported these instances are



HOLOCAUST MEMORIAL DAY 27/1



Holocaust Memorial Day 2022

The Holocaust Memorial Day activities continue to be very well supported by our local community, drawing in large audiences. The theme set by the Holocaust Memorial Day Trust for 2022 was 'One Day'. This year, many people came together to mark Holocaust Memorial Day virtually, to help those in need and to build a better future.

Our guest speaker this year was Anita Peleg from the charity Generation 2 Generation who spoke to the Forum about her mother, Naomi Blake. Naomi was born in 1924 in Czechoslovakia. In April 1944 Naomi and her family were transported in the notorious cattle trains to Auschwitz where many of her family members died in the gas chambers. She and her sister were sent to Brahnau concentration camp to work. After escaping from her Nazi captors Naomi returned home to find that her home was in ruins and 17 family members, including 10 young nieces and nephews had been murdered.

Anita used audio testimony of Naomi, historical photos and images of Naomi's sculptures that demonstrate the strength of the human spirit to survive against the odds and provide a positive legacy for the future.

The online event ended with a Q and A session touching on locally relevant issues and themes.

Feedback was invited after the event and out of those who responded, 100% said that the event was interesting and engaging and that the speaker was very knowledgeable. Comments included:

After last years' online event, I thought I was prepared for how moving and effective the event would be - however, I was, again, glued to my seat totally absorbed in what I was being told. The way the photographs were shown also added to the atmosphere of, somehow, being taken into the world described & feeling the fear etc.

I don't think it could've been improved. It had a real impact on me and I thought it was absolutely fantastic.

It was excellent and informative,



Due to Covid-19 restrictions our HMD Memorial Book was presented online again for comments this year. The entries are detailed below:



HOLOCAUST
MEMORIAL
DAY 27/1

Messages left in our Holocaust Memorial Day Book of Remembrance 2022

The shoah or Holocaust as it is known in English is a reminder of what unchecked antisemitism, bigotry and hate can lead to. I hope as we remember these terrible events that the memory events become our immune system to hatred.

We must never forget and should continue to challenge dangerous ideologies and behaviour that may lead to such atrocities.

Thinking of all the innocent victims of the Shoah today and always. May they Rest in Peace.

We must remember each story and each life, especially as each year we lose more of those who were there. By sharing these stories from survivors and their children we can spread the message that this must never happen again or be forgotten.

I will continue to remember all of you in the holocaust, not just today, but everyday, until my last breath. RIP every one of you.

We should never forget those who have suffered in the past and also those who are still suffering today.

It is always important to remember and remember together about Holocaust so that can remind ourselves of how we have been and what we can be towards one another.

The Holocaust of World War Two was our chance to learn - and many did - but genocide continues and indeed as recent as 1995 occurred in Europe itself. We should stand committed to never forget but also to act and ensure that it is never again.



International Women's Day



International Women's Day 2022

For International Women's Day in March 2022, in line with this year's theme of #BreakTheBias, we connected with local women who have been making their mark and successfully building a career in industries that are usually male dominated.

In partnership with Chesterfield College and the Fire Service a series of short videos and testimonials were posted on social media throughout the day promoting success stories.

Online engagement (the amount of comments, likes, post clicks and shares our content gets) was particularly high, with 310 on Facebook, 62 on Twitter, 21 on LinkedIn, 14 on Instagram and 73 views on YouTube.



"My career in the fire service began in 2003 in the 999 emergency control room, but I soon got the idea that I wanted to be a firefighter after seeing other females doing it, learning more about the role and seeing the team working."

Joanna Raisin
Watch Manager
Chesterfield Fire Station



4.0 Promoting equality and diversity through our services

Throughout the year, a range of activities and developments take place within the Council's services which contribute towards our commitment to embrace diversity and treat everyone fairly.

4.1 Customer Services

The Council's Customer Services have once again retained their Customer Service Excellence accreditation, meeting the standards with full compliance. Retaining the accreditation gets harder each year, requiring us to prove that we continue to deliver good customer service, whilst also making improvements since the last assessment.

The Customer Service Excellence standards consist of 5 key areas:

- Customer Insight
- The Culture of the Organisation
- Information and Access
- Delivery
- Timeliness and Quality of Service

Through our case studies and evidence, we were able to demonstrate that the customer service delivery over the five areas had been of a high standard, with numerous improvements. We were also able to show a commitment to continual development in the service which we provide to our customers.

4.2 Sport and leisure

The measures required over the past year to ensure compliance with the Government's response to the Covid-19 pandemic have had an impact upon the activity programmes within the sports centres. These measures have been gradually relaxed in accordance with Government guidance and as a result the service has, where appropriate, re-introduced activities as quickly as possible to support our communities engaging in their chosen forms of physical activity within our centres.

Given the required adaptations to the services activity programmes it has been a very challenging year. When the sports centres re-opened in April 2021 attendance remained low in comparison to pre-pandemic levels. However as time progressed and control measures evolved the service was able to provide a range of activities which were well received by our customers as follows;



- By September 2021 attendance to children's swimming lessons reached pre-pandemic levels ensuring this life skill was delivered to a large number of local children.
- By October 2021 attendance to other children's courses, e.g. gymnastics, had also returned to pre-pandemic levels enabling more children to engage in their chosen activities.
- Pre-booking requirements for swimming and gym access was removed in July 2021 enabling easier access to our facilities and activities.
- Sports hall activities re-commenced in full from the summer 2021 enabling programmes such as 50+ sessions to be delivered.
- Gym membership continued to grow throughout the year and reached pre-pandemic levels across the centres by the end of January 2022 enabling large numbers of customers to routinely engage in their chosen forms of physical activity.
- The Exercise by Referral programme recommenced in late autumn 2021 and as a result ensured that those who are vulnerable were able to access their exercise referral programmes.
- Other specific activities, e.g. The Light hearted group, which accommodates people who have recovered from coronary illness and develops further recovery and resilience to further potential issues, restarted in February 2021
- The swimming pool programme continued to develop throughout the first six months of the year and by September 2021 Chesterfield Swimming Club had fully returned and school swimming lessons had returned, providing further activity opportunities for children of all ages.

Our program of group walks was impacted by changing Covid restrictions throughout the year, but we have eventually re-established three group led walks based in our parks and in a local community garden. The walking groups offer residents a chance to take safe, simple exercise outdoors and enjoy the benefits to both their physical and mental health. These friendly, sociable walks are an ideal way to help residents overcome some of the issues of social isolation caused by the pandemic. For example, our Buggy Walk in Queen's Park is a great way for parents and carers of babies and small children to meet and chat. In recognition of the social element of the walking groups we have renamed the program as Chesterfield Borough Council's "Walk With Us" program.

We have also supported a number of local organisations and voluntary sector groups with training and advice to help them re-start or even launch their own walking groups - these include a mental health peer support group, a cancer support group, a local independent community-based walking group and an organisation which supports clients into employment.



We have continued to work with colleagues across the county to implement a “Walk Derbyshire” framework, encouraging all our residents to walk more, whether that be with local walking groups, exploring on one’s own, with friends and family, walking to school or work or simply to get from A to B.

Across the year we organised over 200 activity sessions from kite making to canoeing, bush craft to bird box building, pickleball to pond-dipping and much more. In particular we ensured there was something available for families somewhere in the borough every weekday of the summer school holidays. Feedback from residents has been overwhelmingly positive, with many expressing their thanks to the Council for providing these free activities to help residents recover from the difficulties of the last 12 months.

We offered a very successful Inclusive Activity Day in Queens Park and Queen’s Park Sports Centre, working alongside a local organisation which offers support to people with learning difficulties, which more than 60 people attended. Activities included adapted karate, arts and crafts, dance, tennis, football and chair-based exercise. We hope to repeat similar events in 2022.

The CBC Community Lifestyles Officer has resumed an outreach program offering healthy lifestyle and physical activity advice and guidance to community and health-related groups, beginning with a program of talks to patients of a Community Respiratory Rehabilitation group, particularly pertinent post-Covid.

4.3 Parks and open spaces

Chesterfield’s parks continue to provide excellent facilities for the community and visitors. We are proud to hold 5 Green Flags which recognise the best parks and green spaces across the country with one of the key considerations being accessibility. We continue to invest in our smaller local parks aiming to make them as accessible and appropriate as possible. Parks provide outlets to play sport (football, petanque, cricket, walking football, bowls and pickleball) and informal recreation and we also maintain many equipped play areas, several of which have had recent makeovers and new facilities.

A growing number of people are holding events on our parks, Chesterfield Pride is a regular event now and is growing by the year providing a family friendly safe event. As part of the walking festival we host a ‘roll and stroll’ event designed for people with physical and learning disabilities, and a dementia walk. In the summer of 2021 the council hosted an inclusive activity day which was held in the Queen’s Park and the sports centre. This attracted around 60 people from a variety of day centres across the borough. We



regularly engage with organisations such as Macintyre and One Vision One Future and these groups attend sessions in the park such as outdoor yoga, bulb planting, orienteering and bird box building. An external partner delivers an inclusive 'Pedals in Queen's Park' which is attended by the Freedom Centre.

We aim to instil ownership and pride at a young age by engaging infant and junior school groups, along with many community groups, with bulb planting at their local parks. This has helped contribute towards the 20,000 spring bulbs planted in 2021 by 300 children to make Chesterfield a brighter borough.

4.4 Housing

Throughout 2021- 22 design and consultation on a new redesigned Housing Service took place. In February 2022 the Council approved the changes proposed. This reshape will significantly increase the frontline staff resources of the Housing Service to provide an increased neighbourhood presence and customer engagement. The reshape will be rolled out over the next six months and new staff will be appointed to roles allowing a much more customer focused service that will provide increased support for residents.

Tenancy sustainment

Our dedicated tenancy sustainment team work with our most vulnerable tenants such as those with:

- Physical and mental health needs.
- Learning difficulties and disabilities.
- Women and men at risk of violence.

The team provide support to:

- Apply for funding to prevent homelessness.
- Ensure they are claiming the correct benefits.
- Pay priority bills, budget and deal with debts.
- Access the correct support services for their needs. For example, domestic abuse, mental health, social care.
- Ensure their accommodation is suitable for their needs, and they have any aids and adaptations they require.
- Access grants for things like furniture and carpets.

Of the tenants engaged with by the team 91% remained in their tenancies a year after support started.

Adaptations

As well as investment in new build properties, new kitchens, bathrooms, boilers etc our Capital Programme also includes investment in making adaptations to properties to make sure properties are suitable for tenants needs. During 2021 to early March 2022 the Housing Options team have worked to deliver 128 major adaptations to properties at a cost of over £550,000. In addition to these major projects a further 186 properties received minor adaptations at a cost of £42,926.85.

The Council's housing service also includes work on delivering adaptations to private properties in the Borough. Our Private Sector Housing Team have delivered 117 major adaptations at a cost of £667,000 through Disabled Facilities Grant.

Private Sector Housing team



In addition to work on adapting people's homes over the past year our private sector housing team also:

- Ran 'Healthy Homes' designed to enable people to be discharged from hospital by carrying out any necessary work such as repairs and house clearances so homes are suitable for occupation by recovering patients.
- Funded a homelessness worker through the charity P3 to advise and assist those with chaotic lifestyles and mental health issues.
- Lent older vulnerable homeowners £72,000 to carry out urgent repairs and maintenance to their homes.

Careline and independent living services

Throughout the continuing pandemic during 2021 – 22, Careline have continued to operate providing an essential falls service and support for our customers which assist the emergency services to concentrate services to the most critically ill during this time. The support service maintained contact with all our customers on a regular basis switching the visiting service to a phone contact service to help minimise risk for both customers and staff.

The service is rolling out its investment in digital equipment as the call platform is upgraded to receive digital calls. As we move forward all previously installed analogue units will be upgraded and replaced as part of the digital rollout.

The reshaping of the Housing Service included the ILS service and Careline and will bring more structure to all areas and assist us in future proofing the services and support we can offer our residents. This will assist residents in maintaining their independence for as long as possible and retaining tenancies for longer.

The team also made referrals to Chesterfield Borough Council's Benefit Team which resulted in over £84k of additional benefits claimed. The team also supported customers to manage debts and complete applications for budgeting loans via telephone during this time. 651 referrals were made in Chesterfield under prevention of hospital admission and prevention of declining health and mobility whilst 761 referrals and outcomes were achieved under improving quality of life which covered social interaction, preventing isolation, living and home environment/safety.

Homelessness

The Homelessness Team have worked tirelessly all year to rehouse and support vulnerable people in the borough. The team have taken on additional work in implementing Government Covid response programmes such as Protect and Vaccinate funding and administering the Household Support Fund to people at risk of eviction. It has been the busiest period in the team's history as by the beginning of March 2022 1474 homelessness applications



had been made. Around of third of these cases resulted in accepting a duty to prevent or relieve homelessness.

Repairs and Maintenance

Our repairs and maintenance teams were unable to carry out non-urgent internal repairs due to the restrictions during the height of the pandemic but throughout this difficult time they ensured our vulnerable tenants in relation to repairs and gas servicing were prioritised to keep them safe and warm in their homes.

4.5 Apprenticeships town and improving our economy

During 2021/22 we have continued to deliver activity outlined in the Skills Action Plan with a focus on economic recovery in response to the coronavirus pandemic. This includes working with Chesterfield College and other partners to continue to develop Chesterfield as an Apprentice Town. CBC have its own successful apprenticeships scheme that currently supports 30 apprenticeships. However, we want to support all young people in our communities to gain employment, further education and to develop their skills. In 2020/21 over 1500 individuals were participating in apprenticeships in Chesterfield with over 58% participating in apprenticeships at level 3 or above and over 25% being at higher or degree level. So far in just Q1 of academic year 2021/22 there have been 290 new apprenticeship starts for Chesterfield, over 68% of which were at level 3 or above and over 27% at higher or degree level.

Apprenticeships also featured heavily in the 6th annual Employability and Skills Conference which took place at the Speedwell Rooms in Staveley on 9th February 2022. The conference was attended by an estimated total of 93 people including business delegates, operational staff and school students, and provided a platform for speakers from Chesterfield College, University of Derby, D2N2 LEP and local employers including AECOM to highlight why the development of green and digital skills is a priority for the area. The conference also featured an employer panel who discussed current recruitment challenges faced by businesses in the area. The panel was chaired by an apprentice currently working with Chesterfield based engineering and weighbridge company, Weightron Bilanciai. Ivan Fomin, Chair of the Staveley Town Deal Board, showcased employment and learning opportunities across the 11 projects within the Staveley Town Investment Plan. Ivan was assisted by 8 students from Springwell School who facilitated round table discussions



with conference delegates about what the key priorities should be for the emerging skills and employability framework for Staveley.

Last year's conference showcased the launch of the flagship My Future Online Careers Platform. Believed to have been the first of its kind in the UK, My Future, an innovative online careers and employability platform, was originally designed to provide virtual support for young people facing uncertainty in their future as a result of the Coronavirus pandemic and help employers reach prospective employees. The platform was revamped in October 2021 with enhanced functionality and included 6 new pods featuring Chesterfield businesses, training providers and new information on opportunities created by the Staveley Town Deal. Continuing to offer this platform in an online format has enabled those people who previously wouldn't have been able to attend an in-person event (due to disabilities, finance restrictions, limited time etc) to take part. My Future accommodates 100 virtual employer exhibition pods across 11 searchable sectors in a 360° fully immersive careers fair setting which can be accessed via computer or through the mobile application. Through multi-media functionality, each pod provides a unique opportunity for businesses, training and employment support providers to showcase their resources, job roles and vacancy information. Between January 2021 and December 2021 there were a total of 4409 unique page views for My Future via the Destination Chesterfield website totalling over 250 hours of time spent by users viewing the platform, a 100.5% increase on the previous year's figures of 2199 unique views between January 2020 and December 2020.

The annual MADE in Chesterfield festival was held in November 2021. MADE in Chesterfield is supported by manufacturing and construction business who seek to inspire the next generation into the industry through a series of workplace tours and activities for school and college students. In November 2021, 12 school visits took place across 10 industry employers in Chesterfield, with an estimated 174 individuals supported. One of the workplace tours saw 8 students from Springwell School visit Superior Wellness Ltd in Chesterfield. As part of the visit, the students were given a tour of the office space, an explanation of roles from a member of each department and a meeting with an apprentice currently with the company.



The coronavirus pandemic saw a sharp rise in youth unemployment, peaking in Chesterfield at a 11.6% claimant count rate for those aged 18-24 in June 2020. Despite this, as of January 2022 the claimant rate for ages 18-24 in Chesterfield was 6.5%, higher than the East Midlands and National averages but just 0.2% above March 2020 figures of 6.3%.

In addition to developing the My Future platform, through the continued delivery of Apprentice Town and MADE in Chesterfield, Chesterfield Borough Council have worked in partnership with the DWP and East Midlands Chamber of Commerce to help promote the Kickstart Scheme; a scheme that provides paid 6 months' work experience to 16-24 year olds in receipt of Universal Credit. The Kickstart scheme closed to employers in December 2021 but continued accepting new applicants for live vacancies up to March 31st, 2022. Chesterfield Borough Council has supported partners including Job Centre Plus and gateway organisations like the East Midlands Chamber of Commerce to raise awareness and promote the benefits of the scheme to local businesses and residents. To date 683 Kickstart vacancies and 305 starts have been generated from Chesterfield Job Centre, 98 of which have now completed their Kickstart placements.

Recognising the rise in vacancies and recruitment challenges being faced by employers, Chesterfield Borough Council have worked in partnership with Job Centre Plus Chesterfield to facilitate two Market recruitment events in September and November 2021. The events provided members of the public and job centre plus customers with direct access to employment and training opportunities. Employers, apprenticeship and employability providers made use of the market stalls to promote vacancies and a number of employability workshops and interview sessions were delivered from the Market Hall by Derbyshire Careers Service and recruiting employers, respectively. 24 organisations attended the September event which also had a focus on Kickstart employers, with 137 positive referrals and 59 immediate job starts secured as a result. Following increased interest and focus on employability skills providers and networking opportunities, a total of 40 organisations booked on to the November event, which JCP estimated had an attendance of 220-250 jobseekers, leading to 203 positive referrals and 19 immediate starts.

As part of regular meetings with the DWP we are discussing further scope for similar events in 2022.

Ensuring that local people and businesses have the right skills to access current and future opportunities is a key objective underpinning the Skills Action plan and one that contributes to the Council's priority to make Chesterfield a thriving Borough. We are progressing two key skills capital projects through the Staveley Town Deal, including DRIIVE (Derbyshire Rail Industry Innovation Vehicle), a modern innovation centre encompassing research and development, training and commercial office and workshop space at Barrow Hill and a Construction Skills hub in Staveley that will see the creation of an on-site construction training facility that will help students gain practical skills and experience with direct access to sector employers.

Local labour clauses have continued to be agreed on 100% of eligible developments and from Q1-Q3 of 2021 so far 462 local jobs and 81 apprentices have been provided and over £20.4 Million of contracts awarded to local supply chain businesses as well as creating a number of other social value outputs including careers support, school visits, partnerships with FE colleges and work experience.

The Council is still actively supporting the delivery of key regeneration schemes (Peak and Waterside) and is actively engaged in the direct delivery of the Northern Gateway Scheme which has now seen the completion of Saltergate MSCP, with the Enterprise Centre due to be completed in 2022. These developments will directly deliver hundreds of new employment opportunities to Chesterfield.

4.6 Commemorations Review

The council committed to listen to and work with local communities to review the appropriateness of commemorations within Chesterfield Borough on public land including monuments, statues, plaques and street names. A commitment was also made to ask our communities who is currently missing from our commemorations and how we can ensure future commemorations provide opportunities for education and to celebrate the history of Chesterfield Borough and our diverse communities.

In January 2021 Cabinet received a report on phase 1 of the commemorations review which considered the current position regarding monuments and statues, plaques, street names, street naming and re-naming processes and other types of commemoration activity. In July 2021 Cabinet received a report on phase 2 (final phase) of the commemorations review which focused on further public and stakeholder consultation to inform future commemoration activity and policy. The recommendation to develop a Commemorations Policy which draws upon the key principles for commemoration activity delivered or supported by Chesterfield Borough Council and to provide a single route and process for commemoration proposals to be submitted to the Council.

The Commemorations Policy is now live and:

- Establishes a clear scope for what is covered and not covered by the policy
- Confirms the six guiding principles the Council will use when considering requests for commemorative activity
- Identifies a range of opportunities to commemorate and celebrate key individuals, organisations and historical events which have helped to shape our great borough
- Provides a clear route for both Chesterfield Borough Council services and members of the public, community and voluntary sector groups, faith organisations, businesses or other public sector agencies to submit commemoration proposals

5.0 Equalities training for our staff

We offer the three mandatory equalities training modules in an online format, covering the Equality Act 2010, equality and diversity in Chesterfield's communities, and a guide to reasonable adjustments. Prevent training has also been added to the mandatory modules for all employees.

Feedback from employees shows that these modules have been effective, with an average of 99% of participating employees stating that the modules either met or exceeded their expectations. In addition, a number of comments were made by employees who completed the modules about how they would apply their learning including:

The training has given me a greater awareness of equalities and it will benefit me in my role.

I gained a lot of useful information, that i was unaware of before this course.

As a front of house staff, it makes me aware of how I treat the members of the public I come into contact with.

Dignity and respect is what we all need to start using and this course helps explain different ways this could be neglected.

Don't judge anyone disabilities are not always recognised.

Be more aware of access needs and what adjustments can be needed, also hidden disabilities.

Some additional training has taken place during the year, as follows:

Mental Health First Aid Training



We now have 38 qualified MHFAs across all areas of the council. We are delivering bespoke Mental Health awareness training to employees at the Stonegravels Depot and suicide awareness training to managers. We are trying to encourage more males, particularly in the trades, to train as MHFA's as this sector is under represented and statistically they are less likely to ask for help with mental health issues.

Mentoring programme

Twenty employees undertook mentoring training and are available as mentors. This programme will be revitalised during 2022/23. There are also now 2 people in HR who are fully trained coaches/mentors and CBC is a member of the East Midlands Coaching and Mentoring Group. This means we can access outside mentors if required.

Lone-working – Specialist Training

Following the tragic murder of two MPs recently, specialist lone working training is now being offered to all elected members.

6.0 Working in partnership to promote equality and celebrate diversity

The Council recognises the importance of working in partnership with a range of organisations to maximise the positive impacts we can achieve in our local communities. We continue to play a key role in our local partnerships, many of which have a real impact on our equalities work and the protected groups in our communities including:

- Chesterfield Health and Wellbeing Partnership and sub-groups, and the Derbyshire Health and Wellbeing Board
- Chesterfield Local Place Alliance
- Chesterfield Community Safety Partnership
- Chesterfield Childrens Locality Partnership
- Derbyshire Districts Safeguarding Leads
- UK Resettlement Partnership (regional)
- Derbyshire Community Response Forum
- Derbyshire Armed Forces Covenant
- Nottinghamshire and Derbyshire Local Authorities Energy Partnership
- Vision Derbyshire
- Derbyshire Homelessness Officers Group
- Derbyshire MAPPA Strategic Management Board
- Chesterfield and North East Derbyshire Financial Inclusion Group
- Derbyshire Housing Strategy Group
- Derbyshire Fire and Rescue Service
- Social Housing Providers
- Apprentice Town (Chesterfield)
- Destination Chesterfield
- Derbyshire Economic Partnership
- Derbyshire Skills Forum
- Visit Peak District and Derbyshire
- D2N2 Local Enterprise Partnership
- South Yorkshire Mayoral Combined Authority
- Staveley Town Deal
- Chesterfield Waterside
- (Development of the Derbyshire Integrated Care System)

Below are just some of the activities that we have provided through our partnership working during the year.

Community Recovery Approach

The Council led the development of the Chesterfield Community Recovery Approach which was then promoted widely throughout our partnerships. It focussed on an overall vision for our communities 'to live healthy and fulfilling lives', with three key priorities:



1. Material insecurity - supporting individuals and families that are feeling the effects of material insecurities, such as food, housing, financial hardship
2. Population 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
3. 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.

This approach was promoted and adopted by our key local partnerships in health and wellbeing, providing a joint focus for activities as we move through the pandemic.

Year of Outdoors

As part of our Covid-19 recovery approach, Chesterfield Borough Council led a 'Year of Outdoors' campaign during 2021/22, supporting people to re-engage in physical activity and to benefit from the wider advantages of using our parks and green spaces. In addition to physical benefits, the range of activities helped to connect our communities to the natural environment, to improve mental health and wellbeing. The programme also built on the success of our Beat the Street game during 2020/21 by encouraging people to keep active.

The Year of Outdoors programme was enhanced with funding and support from the Chesterfield Health and Wellbeing Partnership, and many of the Year of Outdoors activities were planned to run alongside the HAF programme activities to maximise the benefit to the local community.

Year of Outdoors included different outdoor-based activities suitable for a range of ages and abilities, with a different theme each month, including self-led games and activities for families, group events, sports days, play days, and walks (all dependent upon the Covid-safe arrangements at the time). We used as many of our local spaces as possible across the borough, and at different times of the day and weekends to maximise the opportunities for as many residents as possible to take part.

Armed forces community

Chesterfield Borough Council was presented with the Silver Award for its support to the Armed Forces during a ceremony at the International Bomber Command Centre in Lincolnshire on Thursday 14 October.



The council was given the award through the Armed Forces Covenant Employer Recognition Scheme (ERS) which encourages employers to implement human resources policies that support members of council staff who are also part of the Armed Forces community while inspiring others to do the same.



We have a number of policies, procedures and practices that aim to support members of the Armed Forces community employed by the council and also the wider Armed Forces community living in Chesterfield, these include:

- Changed leave policies to support staff to carry out their duties including up to ten days per year for reservist duties
- Access to employee assistance and occupational health schemes to support employees' physical and mental health
- A generous career break policy which can be used to support mobilisation
- A clear support plan for members of the Armed Forces returning from mobilisation and a clear cross-council understanding of their rights
- Chesterfield's Armed Forces cadet units are given pride of place at our key annual ceremonies including Armistice Day, Remembrance Sunday and the Mayor's annual parade
- We are partners in the Veterans Hub (Chesterfield) led by the Department for Work and Pensions, which includes regular events at the Town Hall
- The council is a registered employer with both the Career Transition Partnership and Forces Families Jobs

Health and Wellbeing Partnership activities



Chesterfield Health and Wellbeing Partnership has continued to focus on financial inclusion, mental health and physical activity, with particular focus on areas of deprivation in the borough.

The partnership has worked with Rural Action Derbyshire and the community group Rother Active Group to coordinate and deliver the government's Holiday Activity and Food Programme (HAF) in the local area. HAF is designed to concentrate on the areas of Chesterfield where there is the highest uptake of children on free school meals. Activities took place during the summer and Christmas holidays of 2021. All participants were offered free packed lunches to eat at the activities or take away with them. Activities included lots of sports, crafts, art, visiting the pantomime, wreath making, lantern making workshops and lantern parade in the town centre. This project is designed to support nutrition for children who are likely to eat significantly less than they would during the school term where they have access to food in school.

Partnership working with Derbyshire County Council saw the introduction of Live Life Better programmes at Queen's Park Sports Centres in December 2021. These sessions are aimed at those for whom exercise will help with other medical conditions through self-referral and are free for anyone in the borough.

We have continued to work with partner agencies to support the wellbeing of residents across our communities, through the 3 local area Health and Wellbeing Networks which are sub-groups of the Health and Wellbeing Partnership. We also actively participate in the Chesterfield area Mental Health Network, working to reduce stigma around mental health and promoting positive mental health through participation in national initiatives such as Mental Health Awareness Week and World Mental Health Day, and local initiatives such as "Living Well", the Young Peoples' Emotional Health and Wellbeing project and mental health First Aid training for employees.

We support a youth club based at Queen's Park Sports Centre which, when it resumed post-Covid, has focussed on supporting young women aged 11- 16 from the surrounding area, who have been especially disadvantaged during the pandemic.

Sport and Leisure

The Outswimming Cancer programme at Queen's Park Sports Centre (initially launched early March 2020) recommenced and continued to develop with funding from Western Park and received national recognition as a result of Swim England awarding the programme with Health Impact Award for 2021. This programme is aimed at anyone who is living with Cancer.

Arts and culture accessibility

The Cultural Venues Access Group continues to meet to improve access at the Council's Theatres. We continue to provide performances with audio description, signed performances and touch tour to improve accessibility for people with disabilities.

We provide a varied programme of arts for health activities during the year including films for people with Dementia.

The Access Group will be key consultees on the improvement works at the Stephenson Memorial Hall over the next two years.

LGBT+ Project

Throughout 2021 – 22, we have worked on a joint engagement project with Derbyshire LGBT+. The project aims to capture LGBT+ customer insight and perceptions about our services, identify barriers which the community face in accessing any services and highlight possible areas for improvement. This will coincide with the release of Census data about the local population.

An initial questionnaire was completed by 45 service users. Derbyshire LGBT+ then conducted two focus groups and worked with its existing client group in Chesterfield to further expand the reach of the questionnaire and facilitate conversations. A total of 51 people participated in this way.

A report including findings and recommended actions to improve inclusiveness will follow in 2022.

7.0 Press Releases and Communications

Throughout 2021/22 the CBC Communications and Marketing Team have continued to promote equality and diversity events and news items via our social media platforms. Some examples are below:

10 May 2021 - Reconnect with nature for Mental Health Awareness Week and Mindful May (Year of Outdoors).

9 June 2021 - Free swimming sessions for cancer patients.



21 June 2021 - Chesterfield Borough Council and Chesterfield Pride join forces for this year's LGBTQ+ community celebration, with Chesterfield Borough Council being announced as the events main sponsor.



19 July 2021 - Love Chesterfield Community Market Launches (community market for charities and other organisations to fundraise and promote services).

28 July 2021 - Council achieves Silver Award for Armed Forces support

20 September 2021 - Donate unwanted sports kit at Queen's Park Sports Centre and the Healthy Living Centre

22 September 2021- New bowls facilities open in Stand Road Park



1 October 2021 - National Monument Against Violence and Aggression 'The Knife Angel' is to visit Chesterfield



1 October 2021 - Discover Chesterfield's Black History at the Museum

7 October 2021 - Green-fingered residents brighten up communal gardens

10 January 2022 - Take part in Holocaust Memorial Day online

20 January 2022 - Innovative swimming programme picks up national award (Outswimming Cancer)

15 March 2022 - Get together to discover groups and activities for the over 55s

31 March 2022 – Pomegranate Theatre joins nationwide charity screening of Ukrainian film.

8.0 Equality impact assessments

The Council is committed to demonstrating that all relevant equality issues have been considered before changes are made to policies, projects, services, functions and strategies, or when 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.

During 2021/22 the Council undertook around 14 Equality Impact Assessments (EIAs) for a variety of changes to policies, strategies and projects. These have taken into consideration: best practice, demographic information and employee and customer feedback and other engagement activities. The EIAs were published with the relevant reports to the Council's Cabinet. Through the EIA process, we have been able to address any negative impacts on sections of the community promote equality by identifying and acting on opportunities to implement positive impacts for groups where possible.

9.0 Gender pay gap report 2021

At Chesterfield Borough Council we value diversity and inclusion and believe that it strongly contributes to the quality of our services. We are committed to being an equal opportunities employer and aim to treat all employees and job applicants fairly, regardless of their gender (including gender reassignment), age, race, sexuality, full or part-time status, marital status and disability. We believe it is important to attract and retain a workforce that reflects the customers and communities we serve.

We welcome the gender pay gap reporting requirements for a number of reasons including:

- It will help to confirm to our existing and prospective employees that we are committed to building a diverse and inclusive workplace, that provides equal opportunity to all employees irrespective of gender
- It will help us to monitor pay and career progression more closely and to ensure that all employees, irrespective of gender are supported to reach their full potential
- It is an opportunity to review our data and consider any issues we need to address and we can capture our journey over the next few years in our gender pay gap reporting and review our progress

What is the gender pay gap?

The gender pay gap is concerned with differences in the average earnings of men and women over a standard time period, regardless of their role or



seniority. The law requires any organisation with more than 250 employees to publish its gender pay gap information annually based on a snapshot date. For the public sector the snapshot date is 31 March.

Gender pay gap is not the same as equal pay. The law says that men and women must be paid the same for doing the same or equivalent work. We use job evaluation techniques to evaluate each role and not the post holder to ensure that all roles are fairly remunerated in comparison to other roles. It makes no reference to gender or any other personal characteristics of any existing or potential job holders. We are therefore confident that our gender pay gap does not stem from paying men and women differently for the same or equivalent work, rather it is a result of the roles in which men and women work within the organisation and the salaries these roles attract.

Our gender pay gap data

Gender pay reporting legislation requires employers with 250 or more employees to measure how large the pay gap is between their male and female employees. The measurement must be taken each year - on 31 March for public sector organisations and 5 April for other employers - and must be made public. Our gender pay gap reports are available [here](#).

10.0 Looking forward to 2022/23

The Covid-19 pandemic has brought with it unprecedented challenges for Chesterfield Borough Council. During this time, we have worked hard to provide support to both staff and the wider community, particularly those who are more vulnerable who may need more assistance, and we will continue to do so.

We will continue to work with partners to promote and support equality and diversity with our communities and within our organisation. We will need to adapt as we move towards community and economic recovery but here is a sample of some of the activities we would like to take forward in 2022/23:

- Continuing to work in partnership with communities to organise a range of equality and diversity themed awareness activities and events, through the Equality and Diversity Forum.
- Continuing to embed the Council's commitment to equalities in its service planning and delivery of major projects (e.g. Staveley Town Deal and Chesterfield Levelling Up Project) by delivering a robust Equality Impact Assessment process and upholding the importance of this during financially challenging times.



- Providing employees with training and development opportunities so that they have the skills, abilities and confidence to recognise and respond appropriately and sensitively to diversity and discrimination, both within the workplace, when delivering services and, ultimately, in their everyday lives. Delivering ongoing equality and diversity refresher training as required with services and a range of additional awareness raising modules on locally relevant themes.
- Build upon our Covid-19 community recovery approach by embarking on the development of a Social Investment Plan.
- Deliver the LGBT+ research project to coincide with Census 2021 delivery and develop key actions for service improvement and engagement.
- Work with the Communications team to develop a unified approach to promotion of health and wellbeing and equalities events and activities, and key messages.
- Continue to meet our statutory duties including: Gender pay gap and Public Sector Equality Duty reporting, and publishing objectives through our updated Equality and Diversity Strategy (due 2023).
- Key learning from Census data – refreshing the State of the Borough document to provide up to date and consistent demographic information for CBC and the wider community, enabling us to consider the protected groups in all we do and to support the Equality Impact Assessment process.
- Continuing to work both formally and informally in partnership with local groups, including the Equality and Diversity Forum working more closely with the Cultural Access Group and Dementia Friendly Chesterfield to share knowledge, experiences and resources.
- Continue to develop the Local Democracy campaign, working with younger people to develop their knowledge of the democratic process.



11.0 Further information

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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