

News from Chesterfield Borough Council

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CHESTERFIELD
BOROUGH COUNCIL

Issue 15 Autumn 2018

Welcome

Nothing builds pride in a community more than seeing clean, tidy and attractive streets and open spaces.



Councillor Tricia Gilby

We know it is important to you and that is why it is one of our top priorities.

This edition reports on some of the unseen work that takes place in the borough day in, day out to make Chesterfield a great place to live, work and visit.

I am very pleased that the borough has achieved gold in the East Midlands in Bloom awards for the third year running, with five other business and community projects also picking up awards.

This independent assessment recognises the partnership between the council's street cleaning team, residents, businesses and community and voluntary groups on a range of projects to improve our environment.

So it is always disappointing to see incidents where this positive work is undone by people dropping litter. For this reason we have increased the penalty notice charge for people caught dropping litter to act as a greater deterrent.

Please help us keep Chesterfield a great place to live by not dropping litter, picking up after your dog and reporting any rubbish or fly-tipping you see.

Alongside this work we continue to have a real focus on tackling issues of anti-social behaviour in the town centre. The council and the police have recently funded work to block off the recesses at the back of the Pavements Shopping Centre in New Beetwell Street (see page eight). We have had lots of positive feedback from residents about the impact this is having.

This is important as new developments like the Northern Gateway really start to take shape in our town centre. The Premier Inn will soon be recruiting for staff ready to open in the former Co-op store, construction of our Saltergate multi-storey car park is well underway and the planning application is in for the enterprise centre that will provide a base for start-up and small businesses. I look forward to seeing the positive impact these developments will have on the town centre in 2019 and the jobs they bring.

Finally I would like to wish you all a happy Christmas and New Year. I am looking forward to the entertainment and activities taking place in the borough this Christmas. As usual, I'll be taking my grandchildren to the panto at the Pomegranate Theatre. Whatever you are doing I hope you have a really enjoyable time with your family and friends.

See Cinderella at the Pomegranate Theatre from Sunday 1 December to Saturday 6 January.



Keeping our borough clean and tidy

As part of our commitment to improve the quality of life for local people, we work hard year-round to make sure our borough is kept clean and free from litter and fly-tipping.



We're also keen to help community groups wanting to improve their local area.



Statistics for the period from April 2017 to March 2018

We recently supported teams from McDonalds restaurant to carry out clean ups at Poolsbrook Country Park and at Queen's Park.

Walter Wright, McDonald's franchisee who owns and operates nine restaurants in Chesterfield, Sheffield and Newark, said: "I'm so pleased our crew are supporting Chesterfield Borough Council to help tidy up the local area.

"It's a key priority of ours as a business to ensure that the local area remains free of litter and an enjoyable place to live, work and visit."

Tackling dog fouling in our communities

We know from the complaints we receive in our call centre and on social media that dog fouling is a problem in our communities.

We joined the council's enforcement officer, Sarah Scotson as she went out on patrol.

Sarah says: "The majority of dog owners are responsible and pick up after their dogs, the ones that don't cause a big problem for us and our residents."

Allowing a dog to foul in a public place is against the law.

Sarah explains: "This includes any footpath, verge or road as well as parks, playing fields and other open spaces. If we see someone allowing their dog to foul in any of these places, then they will automatically be given an £80 fixed penalty notice."

The rules apply to anyone who is in control of a dog in a public place – whether this is the owner or a neighbour or friend who is walking the dog as a favour (exemptions are in place for dog owners who are registered blind).

We have 450 dog waste bins across the borough for you to use but if you do not have one of these near you, you can place bagged dog waste into a normal litter bin or take it home and put it in your wheelie bin.

If you see dog fouling in your community, you can report it to us through our website: www.chesterfield.gov.uk/dogfouling or you can call us on (01246) 345345.

The enforcement officers may ask you to fill in a diary to find out if the owner is allowing the dog to foul at regular days or times and you will be asked for a description of the dog(s) and their owner. This information helps the team plan patrols.

If the enforcement officers see someone allowing their dog to foul and not pick up afterwards then a fixed penalty notice will be issued.

If the owner refuses to pay, or if they are persistent offenders, they can then be taken to court where the maximum fine is £1,000.

The team recently identified the owner of a dog which was fouling persistently in Brimington because he let his dog out unattended at a regular time each morning. He was then issued with a fixed penalty notice.

Picking up after your dog is one of the indicators of being a responsible dog owner.

It is now also a legal requirement that all dogs are microchipped. If you move home or change telephone numbers, you must make sure that the microchip database is updated with your new contact information.

If your dog is not microchipped then we offer a microchipping service at £16 per dog.

It is also a legal requirement that you make sure your dog wears a collar or tag with your contact details on to make sure your dog can be returned if they are lost.

If your dog goes missing, you should make sure you know who to contact. You can report missing, lost and stray dogs on our website: www.chesterfield.gov.uk/lost-dogs or you can call (01246) 345345.

We will always try to reunite dogs with their owners as quickly as possible – there is a £25 return fee. If the owner can't be contacted straight away, the dog will be taken to local kennels.

Dog owners should also make sure their pets are registered with a veterinary practice and are health checked, fully vaccinated, wormed and treated for fleas.

Dogs need regular exercise, this is essential for their well-being. You should also ensure your dog has the correct diet for its lifestyle – a very active dog needs more protein than a dog that isn't so active.

For more information, visit the responsible dog owner section of our website: www.chesterfield.gov.uk/dog-owners





Investing in local businesses

Plans for a new Enterprise Centre on part of the Holywell Cross (Donut) car park have moved a step closer.

The plans, which are part of the Northern Gateway scheme, will be considered by the council's planning committee.

The new centre will complement the council's existing innovation centres at Dunston and Taptan Park.

It will include 32 office suites, suitable for new and existing businesses on three floors along with meeting rooms, break out space and kitchen facilities for tenants.

Although based in Chesterfield, many businesses will deal with clients all over the world – the centre will have 24 hour access and the maximum speed internet connection possible and WiFi throughout the building.

Councillor Terry Gilby, the council's cabinet member for economic growth, says: "The new centre will be ideally located in the town centre and will have the latest facilities.

"Our existing innovation centres have helped numerous local businesses to start up and expand, which is why we have made the investment in building this new centre to give space for more

local people embarking on their first steps in the business world and to help existing businesses to expand.

"As well as the modern office facilities, firms will also benefit from the knowledge and expertise of our business advisers in helping them make contacts and expand."

The new centre is due to open in spring 2020.

Once construction is complete, there will still be around 200 spaces available at Holywell Cross (the Donut) car park for use by centre users and shoppers.

Work is also progressing well on the new 516 space Saltergate multi-storey car park, which is due to be completed in the spring.

The new car park will be open 24 hours and will offer wider spaces and more disabled and parent and child parking spaces than the former car park, which was demolished earlier this year.

The new Premier Inn hotel in the redeveloped former Co-op department store on Elder Way is nearing completion.

The 89 bedroom hotel takes up the first and second floors of the building. The next phase will see restaurants and bars on the ground floor and a fitness centre in the basement.

The work to redevelop the building has been carried out by Jomast Developments with contracts let to local businesses as part of the council's local labour clause.

Councillor Gilby added: "The new Premier Inn hotel is looking really good. I'm looking forward to



Councillor Terry Gilby in one of the Premier Inn rooms

it opening. It's more than five years now since the Co-op department store closed and it's fantastic to see new life breathed into the building."

The hotel is looking for around 60 new staff in all departments from front of house to housekeeping and recruitment is due to begin soon.

Councillor Gilby said: "Local businesses have already benefitted during the construction of the new hotel, through the local labour clause where we ensure contracts are let to local firms where possible. This has created 38 jobs on-site for local businesses.

"Now the hotel will be creating more job opportunities for local people."

For more information, visit www.whitbreadcareers.com or visit your local Jobcentre Plus.

In all, the Northern Gateway scheme is set to create around 500 new jobs.

To find out more, visit: www.chesterfield.gov.uk/northerngateway.

Taking a stand on anti-social behaviour

We have worked with the police to carry out major improvement work at the rear of the Pavements Centre on Beetwell Street to curb anti-social behaviour in the area.

The council's house building and maintenance teams have worked to block off recesses to prevent people from congregating there, taking drugs and causing anti-social behaviour in the area.

Councillor Tricia Gilby, the council's leader, says: "We received a lot of complaints about people congregating in this area – particularly from people who used the bus stops on Beetwell Street.

"We take these concerns very seriously, which is why we and Derbyshire Constabulary have made the investment to improve the area for shoppers, commuters and visitors to our town."

Inspector David Nicholls, local policing unit inspector for Chesterfield added: "For a number of years now this place has been a problem for anti-social behaviour and drug misuse. At one time this

area received more calls for service than any other area in Derbyshire Police.

"It's had a big impact already and calls for service have reduced dramatically. To get this work completed is a great step forward."

The work is in addition to the Public Space Protection Orders introduced in December 2017 which gave new powers to the police and council officers to issue fixed penalty notices to anyone causing a disturbance and to issue banning orders to persistent offenders.

We are also working hard to make sure that people who are on the streets who have issues with drug or alcohol addiction or mental health issues are referred to agencies who are able to provide appropriate support.

Anyone witnessing anti-social behaviour in any part of the borough should report it to the police by calling the non-emergency number, 101 or in an emergency, call 999.



Tackling your waste at Christmas

Christmas comes but once a year and with it comes a load of leftovers and used packaging. If you're not sure how to dispose of them, here's a handy guide to help you this festive season.

Food leftovers



If you have food leftovers such as turkey, sprouts and potatoes from your Christmas lunch and you're not

sure how to use them up in the days that follow, check out the Love Food Hate Waste website (www.lovefoodhatewaste.com) where you will find a host of recipe ideas.

Any leftovers after this, can go in your green bin.

Food packaging

Drinks cans and food tins, clean aluminium food trays and foil, plastic bottles, plastic pots, tubs and food trays can all be recycled. Please rinse off any food and place in loose, not in bags.

Recycle glass bottles and jars too. Please don't mix glass with your other items for recycling. This could lead to a whole lorry of recycling being spoilt.



Cards and wrapping



Greetings cards and wrapping paper can go inside the body of your blue bin but please remember to

remove all tape and plastic first.

Cardboard can also go inside your blue bin – any extra cardboard can be left at the side of the bin on collection day.

Batteries



You can recycle these at most supermarkets. If you use a lot of batteries consider using rechargeable ones instead.

Christmas trees



If you have a real Christmas tree, you can recycle this with Ashgate Hospicecare's Treecycle campaign. If your postcode is S40, S41 or S42, the charity can pick up your tree and recycle it for a suggested minimum donation of £10 per tree.

Visit: www.ashgatehospicecare.org.uk for details.

For details of bin collections over the festive season, see page 28.

For details on what you can place in which bin, visit: www.chesterfield.gov.uk/recycling

Celebrating our award-winning green spaces

We're fortunate in Chesterfield to have so many parks and open spaces on our doorstep.

This summer saw five of our parks retain their status as some of the top green spaces in the country.

Queen's Park near the town centre, Eastwood Park in Hasland, Holmebrook Valley Park, Poolsbrook Country Park, all owned and maintained by the council, are among a record-breaking 1,883 UK parks and green spaces that received a prestigious Green Flag Award – the mark of a quality park or green space.

The fifth green space was the grounds of Chesterfield and District Crematorium, maintained by the council on behalf of the joint crematorium committee which consists of Bolsover District Council, Chesterfield Borough Council and North East Derbyshire District Council.

Councillor Chris Ludlow, the council's cabinet member for health and wellbeing, says: "Our grounds maintenance teams are at work from early in the morning come rain or shine all year round to make sure that the parks are kept to the highest standard.

"The fact that we have, once again, been given five Green Flag awards is testament to all of their hard work and dedication."

In Chesterfield, we also have a series of 'friends of' groups who help us by taking an interest in the upkeep of our parks.

As well as running events and planning work parties to carry out clean-ups and conservation work, they can help gain funding for restoration and conservation projects and give opinions on proposed plans for the parks and open spaces.

Councillor Ludlow added: "We are really grateful that people are prepared to give up their spare time to help us to care for our parks by helping us on the ground and also supporting us when we bid for funding to improve the parks.

"Everyone is welcome to join one of the friends groups – you don't need to live in the immediate area and you can give as much or as little time as you have available."

We have the following friends groups:

- Friends of Eastwood Park
- Friends of Holmebrook Valley Park
- Friends of the Inkerman
- Friends of Pevensey Green
- Friends of Queen's Park
- Friends of Stand Road Park
- Friends of Whitecotes Playing Field
- Friends of Somersall Park
- Friends of Eastwood (Thistle) Park, Brimington

For more information on the groups and who you should contact, visit our website: www.chesterfield.gov.uk/friends-groups.

This year also saw Chesterfield retain a gold award in the East Midlands in Bloom competition. The judges were impressed by our quality parks and green spaces, and the

cleanliness of our streets and town centres as well as the enthusiastic contribution by volunteer members of the Chesterfield in Bloom committee.

Councillor Ludlow said: "To win a prestigious gold award in the East Midlands in Bloom competition for the third year running is thanks to the dedication of our staff in maintaining our parks, creating fantastic flower displays and also in keeping our town centres and estates clean and free from litter."

We're always looking for new people to join the Chesterfield in Bloom committee. For more information, contact John Ramsey, principal greenspace strategy officer, by emailing john.ramsey@chesterfield.gov.uk or call (01246) 345097.



(L to R) Ian Astle, Robert Falconer, Ian Marshall, Gabriel Mason-Dixon and Jenny Legg



Elsie and Martha Smith (right) with their gymnastics coach, Sophie Marson



Level 2 swimming coach, Aidan Sanders making a splash with his pupils

Developing our own

When Sophie Marson wanted to become a gymnastics instructor she wasn't sure how to take the first steps.

So she joined our volunteer programme to support, and work alongside, our qualified instructors at Queen's Park Sports Centre. The centre paid for Sophie to do her coaching qualifications, while also gaining first-hand experience by assisting in classes. Today she is an instructor in her own right.



Sophie said: "Being a volunteer has helped me get more experience without being put straight into a working environment. I was able to learn at my own pace and get comfortable with my coaching style."

"I really enjoyed the process of being a volunteer as I wasn't under pressure. I was taught something new each time I was there, everyone was so helpful and very supportive of my learning."

Our volunteer scheme began three years ago with swimming instructor volunteers, and the following year a similar programme started for gymnastics and trampolining.

The programme aims to improve the service we can provide for customers at our two leisure centres - the Queen's Park Sports Centre and Healthy Living Centre - while financially supporting volunteers to get the qualifications they need to begin a career.

We've just started a recruitment drive for the next batch of volunteers.

Another former volunteer is Aidan Sanders, who is now a level 2 swimming coach.

He said: "I started volunteering when I was 15. Over the next year I gained lots of experience helping out in classes and learnt a lot about teaching swimming."

"After a year of hard work, the council part funded my Royal Life Saving Society national pool lifeguard qualification, fully funded my Swim England level 1 course, and part funded my level 2 teaching qualifications."

"I took these courses over a period of 18 months and I'm now employed as a swimming teacher by the council."

Aidan is now passing his skills on to others after becoming a mentor for some of the new volunteers.

He added: "My journey through the programme has been extremely rewarding. It has given me a whole new perspective for teaching and has helped me develop my own teaching style. Volunteering does require dedication, but I would 100 per cent recommend it, as I now have a job that I enjoy and is very rewarding."

Gracie Spinks, who has also taken advantage of the scheme is now a swimming instructor.

She said: "This programme has been really beneficial to me because I knew I wanted a career in teaching swimming but I was struggling to save up to pay for the courses. Joining this programme has allowed me to follow my career."

"Whilst shadowing the level 2 teacher I have learnt that the children progress at different speeds and how their abilities are different in each stage of swimming. I have learnt a lot of different games to help build water confidence in the children and their core aquatic skills."

The idea for the volunteering programme came about because our two leisure centres were struggling to find suitably skilled candidates when instructor jobs became available.

Councillor Chris Ludlow, cabinet member for health and wellbeing, said: "The volunteering scheme has proved really successful, with a lot of volunteers going on to permanent jobs."

"An indicator of the success of the programme is that we recently advertised for a swimming instructor post and had eight candidates. Seven of those candidates had been on the volunteer programme."

"Having the programme has given us better quality instructors. The programme also fits in well with our priority to develop the skills and abilities of Chesterfield residents so that they can get jobs."

Anyone who is interested in joining the volunteer programme for swimming, trampolining or gymnastics should contact Rebecca Truman, our activity development officer, on (01246) 345562 or by email rebecca.truman@chesterfield.gov.uk

New councillor for Moor ward

Tony Rogers has been elected as a Chesterfield Borough councillor for the Moor ward following a by-election.



The election was held following the death of Councillor Keith Brown.

Councillor Rogers won the seat with 532 votes for the Liberal Democrats. Labour candidate Ron Mihaly received 445 votes, Conservative candidate Gordon Partington got 84 votes and UKIP candidate Barry Thompson received 69 votes.

The turnout was 34.4 per cent.

The result means the political make-up of the council is now:

- **Labour** – 36 councillors
- **Liberal Democrats** ten councillors
- **Independent** – two councillors.

Labour councillor Kate Caulfield, who was elected in the local elections in May 2015 remains the other councillor in the Moor ward. All councillors remain in post until the local elections to be held in May 2019.

Details of how to contact your local councillor can be found at: www.chesterfield.gov.uk/councillors

Sports pitch plan approved

Plans for an all-weather sports pitch on the site of the former Queen's Park Sports Centre have been approved by our planning committee.

The 61m x 43m sports pitch will be suitable for seven-a-side football games and built to Football Association requirements.

The pitch can also be split to be used for two five-a-side games.

It will be sited to minimise the visual impact from within Queen's Park and nearby properties. The floodlights will be designed to reduce light emissions, with the fencing and lighting columns in dark colours to blend in with the park environment.

Tourism boost for economy

New figures show a record number of visitors to Chesterfield are providing a £175 million boost to the borough's economy.

The industry figures show that in 2017, Chesterfield received 3.7 million visitors, an increase of 5.1 per cent on 2016. This compares with an average 1.3 per cent increase across the rest of Derbyshire.

The year also saw tourism contribute £175.21 million to the Chesterfield economy, a 6.9 per cent increase on 2016.

As a result, the visitor economy sector also supported 2,165 full-time equivalent jobs in Chesterfield, an increase of 4.8 per cent on 2016. This compares with a 2.5 per cent increase across Derbyshire.



Our Homes

A newsletter for Chesterfield Borough Council tenants and leaseholders

Housing annual report 2017/18

The annual report is a summary for tenants to view the performance of the housing service as their landlord. We monitor how we are doing in all our service areas to make sure we are efficient, effective and we meet your needs. This report is designed to show the key areas of our performance under the different standards set out by our regulator 'Homes England'. The report sets out some of what we have done and what we are going to do to make services better in the year ahead.

To find out more about the regulatory standards please visit www.gov.uk/guidance/regulatory-standards

Welcome to our annual report to tenants

It's been another busy year, in which we have made real progress in our commitment to provide you with high quality housing services.

This report highlights what we have achieved as your landlord in the year to 31 March 2018. Our results, and your satisfaction with what we do, remains high and we are very proud of this.

We are always looking at ways to improve your homes, ensure that they are safe, warm and secure and find new ways of building more homes to meet your needs.

For example, work is now well underway on our refurbishment of housing schemes for older people, the £5 million regeneration scheme at Barrow Hill and new build family housing at Boythorpe, Brimington and Brampton.

We promise to work hard to try to improve our housing service even further. If you have any comments, good or bad, we would really like to hear from you.

Councillor Helen Bagley
Cabinet member for homes and customers

Alison Craig
Assistant director - housing

Tenant involvement and empowerment



This standard sets out how we should communicate and involve tenants

We're committed to engaging and working with tenants to improve their quality of life and ensure they can play an active role in shaping what we do and the way we do it.

During the year we:

- Took our tenant participation van out to 70 events across the borough
- Worked with tenants to deliver Community Garden schemes
- Spent environmental improvement budgets on projects co-devised with local residents
- Installed new fencing and gates to improve security for local residents
- Planted bulbs to brighten up areas identified by tenants
- Worked with other agencies on health and wellbeing initiatives to improve the lives of residents

In focus: Co-designing the business plan

Our business plan sets out our future priorities and how we are going to pay for them.

In 2017-18 the plan needed revising to:

- Tackle the challenges posed by the introduction of Universal Credit
- Plan the building of new council houses
- Plan major estate environmental improvement works

working through each issue to come up with an agreed set of proposals that had the buy-in of everyone concerned.

We put these proposals out to consultation in autumn 2017, which saw 243 residents attend our roadshows and 1,079 respond to the questionnaire. The changes were agreed by the council's cabinet in January 2018 and implemented from April 2018.

To achieve this we made changes to:

- Tenant repair obligations
- Rent collection methods
- The tenancy agreement
- The management of voids, lettings and the marketing of empty properties

We will continue our engagement with tenants in 2018-19 on issues including business planning, a tenancy policy and an anti-social behaviour policy. If you want to work with us on these issues then contact Kim Walsh or Maria Slack on (01246) 345430 or 345431.

We took a collaborative approach that involved tenants, local councillors and housing officers

Tenancy standard

This standard looks at how we allocate our properties and support our tenants



1,006 properties re-let



45% reduction in the number of empty properties



1,293 people on housing register

For several years the number of our one bedroom flats that were standing empty was increasing as demand for them fell. In order to increase interest and ensure that the properties did not remain empty we:

- Advertised properties on Rightmove so they were seen by a wider market
- Redecorated hard to let properties so they appealed to potential tenants

As a result we reduced our empty properties from 290 in April 2017 to 157 in April 2018. The number of long term empty flats (six months plus) also fell from 69 to 36 - and this figure has fallen further since April. As the number of long term empty properties falls, our void property turnaround time will improve from the 70.6 days on average it takes at present.



Redecorated kitchen and sitting room with new carpet

91,537 calls to our Careline service. 95% were answered in 60 seconds



3,651 emergency Careline calls attended



2,700 people supported through Careline



764 people supported through tenancy sustainment



Home standard

This standard looks at how we maintain your homes

Carried out
37,959
responsive
repairs -
an average of
4.2 repairs per
property

Average
number of days
to complete
a responsive
repair
5 days

8,861 properties
required a gas
service

100%
completed

Overall repair
satisfaction

79.8%

Amount of spending to maintain Decent Homes Standard

£12.1m on property

£700,000 on new build homes and preparation

£1.3m on estates and environmental improvements

Total £14.1m

Number of properties with replacement:

Heating systems	216
Roofs	237
Kitchens	124
Bathrooms	45
External wall insulation	1,273
Major adaptations	143
Smoke and CO detectors	533 / 60



All our housing stock is of Decent Homes Standard

Neighbourhood and community standard

This standard sets out how we should work with other agencies to manage estates and tackle anti-social behaviour (ASB)

Number of:



Improvements carried out to estates included:

- Replacement benches at Pevensey Court, Newbold and Everett Close, Brimington



- Work with Holme Hall Unite to develop a community garden (shown above and a close-up shown below)

- New path from Everett Close to the bus stop



- Bulb planting at estates in New Whittington, Staveley and Grangewood

- A programme of tarmacking garage forecourts



- Our neighbourhood rangers working with the Racecourse Rubbish Rangers (shown above) who organise a monthly litter pick of Racecourse park.

- We held fire safety awareness sessions with tenants on our estates following the Grenfell Tower fire to make sure they know what to do in the event of a fire.

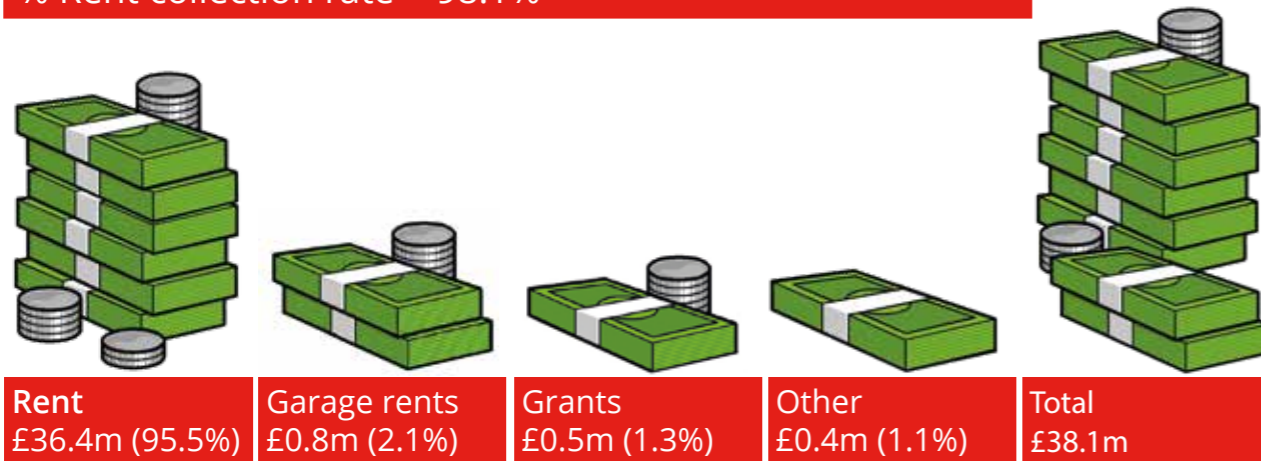
From 2018 onwards we are carrying out larger environmental improvement projects starting with transformative work at Barrow Hill, Heath Court and Grangewood.

Value for money

This standard looks at how we spend your rent money

Average weekly rent - £77.22

% Rent collection rate - 98.1%



How much we spend

Area of expenditure	Average cost per property	For every £ in rent
Maintaining properties (total cost)		
of which:	£3,051	85p
Major works	£2,193	61p
Cyclical works	£218	6p
Day-to-day repairs	£403	11p
Void works	£237	7p
Housing management (total cost)		
of which:	£233	6.5p
Rent collection	£87	2.4p
Letting homes	£47	1.3p
Tenant participation	£14	0.4p
Tackling anti-social behaviour	£38	1.1p
Tenancy management	£47	1.3p
Maintaining estates	£129	3.5p
Supported housing for elderly tenants	£130	3.5p
Other costs (IT, offices, HR, finance)	£56	1.5p
Total cost per property	£3,599	£1

Priorities for 2018/19

We are committed to working together with our residents and partners to create fair access to high quality, sustainable, decent and affordable homes and communities.

Our priorities are based on consultation with tenants and through our contribution to the Council Plan.

Increase the supply of high quality sustainable homes

New build programme

After building new properties at Rufford Close we will build 46 new homes on three sites across the borough in 2018/19 - Manor Drive at Brimington, former Heaton Court at



Brampton and former Brockwell Court at Loundsley Green.

Making better use of our existing housing stock

Refurbishment of older persons' accommodation

Following the successful refurbishment of Brocklehurst Court last year we will begin works to refurbish two further older persons schemes - Catherine Court and Glebe Court.



Improving the quality of the schemes will increase housing options for older people across the borough.

Deliver quality housing and housing support services

Allocations policy

We will consult on, and introduce, a new fairer allocations policy in autumn 2018. The changes to the policy will simplify the allocation system through:

- Removing the requirement for a potential tenant to have been resident in the borough for over 12 months.
- Introducing risk assessments to check if the potential new tenants can afford the rent
- Limiting the ability for existing tenants to re-register unless there are changes in their personal circumstances
- Allowing pregnant applicants to request a separate bedroom for an as-yet unborn child
- Taking into account property or assets owned by applicants



Anti-social behaviour policy

We will update our policies on anti-social behaviour to ensure we are using all the powers available to us and working effectively with local partners such as the Derbyshire Constabulary, and Derbyshire Fire and Rescue Service.

Contact us for council house repairs

Council tenants are being advised that you should continue to call Chesterfield Borough Council to get housing repairs carried out in your home.

The number of calls we receive from you for housing repairs has fallen since April when small changes were made to the list of which repairs you can report.

Some small DIY jobs are now your responsibility, such as changing lightbulbs or using a plunger or sink unblocker liquid to unblock a sink where water is running slowly.

But the vast majority of housing repairs are completely unaffected by the changes and you should still contact us to report any issues you have.

We don't want people to struggle with repairs themselves or pay tradespeople to do the repairs when this continues to be a service offered as part of the rent you pay.

When the changes were introduced measures were also put in place to ensure that vulnerable people will continue to receive help with even minor housing repairs.

We have put details on our website of the housing repairs we carry out and those which are your responsibility as tenants, but if you are unsure the advice is to report the repair issue on the free housing repairs hotline. You will then be advised on what can be done.

How to report a housing repair

Residents can report housing repairs online at:
www.chesterfield.gov.uk/2736

Or you can ring the free repairs hotline on 0800 587 5659 during office hours or email:
repair.requests@chesterfield.gov.uk



Video guides to help you on your way

To help you carry out the minor DIY tasks that are now your responsibility we have produced a series of videos to guide you.

Our qualified and trained staff give you advice and tips on the best way to carry out each task.

We've started off by producing videos to show how to handle the most common tasks but, over time, we intend to build up the library.

Although primarily intended for council tenants the videos may also prove useful to private home owners in the Chesterfield borough.

The videos can be seen at:
www.chesterfield.gov.uk/2736

Winding Wheel Theatre transformed

The Winding Wheel Theatre, owned and operated by the council, is open following £745,000 of improvement works.

We made this investment to make a more modern and comfortable environment for theatre-goers including extending the foyer area with new seating and a new café bar, which includes an information and ticket collection point.

The improvements also include new toilet facilities on the ground floor as well as refurbishing the toilets on the upper floors.

Sarah Robson recently attended an ABBA tribute show at the newly-refurbished venue with her sister, Lisa.

Sarah says: "I noticed the changes as soon as we walked in, it is much more spacious - we were able to sit down, have a drink and relax before the show."

"There is also a much wider selection to choose from at the new café bar."

"There is also a lot more space in the new toilets - they are very clean and modern - a great improvement on what was there before."

For more information on current shows at the Winding Wheel and the Pomegranate Theatre, visit: www.chesterfieldtheatres.co.uk or call the box office on (01246) 345222.

The venue is also licensed for weddings ceremonies and is an ideal location for wedding receptions, business and community events.

For more information and for rates, visit: www.chesterfieldvenuehire.co.uk or call (01246) 345333.



Gas cash to help home owners

Vulnerable home owners could get help to pay for the cost of servicing or repairing gas appliances.

Our private housing team has received funding from the Foundations Independent Living Trust, which works in partnership with the Gas Safe Charity, to provide help to:

- People aged 60 or older who either receive benefits, have a low income or are registered disabled
- People aged over 18 who are registered disabled

Eligible people can get financial help towards the cost of servicing gas appliances, like fires and cookers, and heating systems in their homes.

Funding can also pay for minor repair work which is needed to enable home owners to continue using gas appliances in their home safely.

Anyone who qualifies can apply for a grant by calling our private housing team on (01246) 345748 or by emailing hia@chesterfield.gov.uk

Look before you book

We're reminding our residents to check food hygiene ratings

before booking a meal out this festive period rather than risk food poisoning ruining your Christmas.

Our environmental health officers carry out regular inspections of places preparing and selling food in the borough – including restaurants and cafés.

They give the premises a rating from zero (immediate improvement needed) to five (very good standards of hygiene). These should be displayed in the window.

To check out food hygiene ratings or find out more information, visit: <http://ratings.food.gov.uk>



Who's driving you home?

With the Christmas party season getting underway, many of us leave the car at home to allow us to have a drink or two and take a taxi instead.

Both Hackney carriages and private hire vehicles have a licence from the council which must be displayed on the front and the rear of the car.

Always check the licence before getting in the cab so you know it is genuine.



Christmas lights switch-on

Our annual Christmas lights-switch on is back offering fun for all the family.

Taking place on Sunday 18 November, this year's event will be graced by a special visitor from Peru with a liking for marmalade sandwiches.

Paddington Bear will be appearing in Rykneld Square outside Chesterfield Visitor Information Centre at noon, 1pm, 2pm and 3pm.

There will be a market from noon with stalls, games and rides.

The stage show will get underway with Peak FM providing the fun as your favourite presenters take to the stage with opportunities for everyone to join in the fun.

As well as local acts, stars from Cinderella, this year's pantomime at the Pomegranate Theatre will perform on stage with the switch-on taking place at 4.45pm.

Chesterfield borough residents can use their parking pass to park for free at the following council-run car parks:

- Albion Road
- Derbyshire Times
- Devonshire Street
- Durrant Road
- Hollis Lane (excluding on-street bays)
- Holywell Cross (the 'Donut')
- Queens Park (North and South)
- Spa Lane
- Station Road
- St Mary's Gate
- Theatre Lane



You shall go to the ball...

Families are set for a magical Christmas tale in Cinderella, this year's pantomime at the Pomegranate Theatre.

Starring in the title role is children's TV favourite Naomi Wilkinson. Naomi presented the Channel 5 children's show Milkshake! for ten years and now presents shows on CBBC as well as the BBC's Countryfile.

She says: "Cinderella is downtrodden, treated very meanly by her stepsisters and she's hoping her fortunes might change when she gets an invite to the ball."

Playing Cinderella's Prince Charming is Rhydian Roberts, who shot to fame as runner-up on The X Factor in 2007. He said: "When I was on the X Factor, I was seen as a pantomime villain singing songs like Phantom of the Opera but now I have the opportunity to play Prince Charming."

Magician Josh Benson will inject some magic and fun into his role as Buttons, while Ashley Stirling, as fairy godmother, will make Cinderella's dreams come true.

Wowing audiences with their wacky outfits and gaudy make-up will be John Danbury and Ben Millerman as the ugly sisters, Beyonce and Solange Hardup.



Cinderella runs at the Pomegranate Theatre from Saturday 1 December to Sunday 6 January.

To book tickets visit: www.chesterfieldtheatres.co.uk/panto or call the box office on (01246) 345222.



Win tickets to see Cinderella

We're giving away a family ticket for two adults and two children to see Cinderella at the Pomegranate Theatre on Saturday 8 December at 7pm.

To enter, please answer the following question: Naomi Wilkinson presented which Channel 5 children's show for ten years?

Email your answer to: chesterfield.theatres@chesterfield.gov.uk

Alternatively, you can post this coupon to:

Pantomime competition, Chesterfield Visitor Information Centre, Rykneld Square, Chesterfield S40 1SB.

Answer:

Name:

Address:

Contact number:

Entries must be received by noon on Friday 23 November.

Roll up, roll up for Christmas bargains

Chesterfield market and Market Hall have all the ingredients for the perfect Christmas.

Bag your Christmas presents for family and friends as well as all the ingredients for a fabulous Christmas lunch.

We have a market taking place each day from Thursday 13 to Monday 24 December – including the usual open-air market, flea market each Thursday, the farmers' market on Thursday 13 December and a special Christmas-themed artisan market in association with The Market Co. on Sunday 23 December.

We also have a street food and craft festival from Friday 14 to Monday 17 December offering the opportunity for you to bag the perfect Christmas gift.



Visit Santa this Christmas

Santa will take up residence in Chesterfield Market Hall again this Christmas.

His grotto will be on the mezzanine level overlooking the sales hall. Children can visit Santa and receive a gift for £4.50.

There is no need to book. Dates and times are available at www.chesterfield.gov.uk/santa.



Council services over Christmas and New Year

Residents will see changes to their bin collections over the Christmas and New Year period.

Usual collection day	Revised collection day
Monday 24 December	Saturday 22 December
Tuesday 25 December	Monday 24 December
Wednesday 26 December	Thursday 27 December
Thursday 27 December	Friday 28 December
Friday 28 December	Saturday 29 December
Monday 31 December	No change
Tuesday 1 January	Wednesday 2 January
Wednesday 2 January	Thursday 3 January
Thursday 3 January	Friday 4 January

Our Customer Service Centre in New Square, call centre and the Town Hall, Rose Hill will all be closed on Monday 24 December, Christmas Day and Boxing Day. They are open as usual on Thursday 27 December and Friday 28 December and closed on New Year's Day.

The easiest way for you to make payments when we are closed is by direct debit. To set this up, call (01246) 345138 or 345171. You can also pay at PayPoint outlets such as shops or Post Offices.

For the latest information, visit our website: www.chesterfield.gov.uk/christmas

Snow wardens wanted

We are looking for volunteers to help keep footpaths clear in the event of heavy snowfall.

We will provide volunteers with training and equipment, including snow shovels and gloves.

As well as clearing footpaths, snow wardens also provide information on local conditions, act as a single point of contact and monitor and report empty grit bins.

For more information, please contact Sam Sherlock, senior emergency planning officer on (01246) 345407 or email: sam.sherlock@chesterfield.gov.uk

A traditional Christmas

Visit Revolution House this festive season to see the house decorated with greenery for a traditional Christmas.

The house is open every day between 11am and 4pm from Thursday 13 December to Christmas Eve, Monday 24 December and from Thursday 27 to Monday 31 December. Admission is free although donations are welcome to help with the upkeep of the historic house.

Get into the festive spirit by taking part in the carol concert on Thursday 13 December at 6.30pm when Holymoorside Band will play a selection of favourite carols.

CHRISTMAS IN CHESTERFIELD

Festival of Christmas trees

St Mary and All Saints' (Crooked Spire) Church

Saturday 17 November to Sunday 2 December

Open Monday to Thursday, 10am to 5pm; Friday and Saturday, 10am to 6pm; Sunday, noon to 6pm.

More than 100 Christmas trees decorated by local people, businesses and groups.

Visit: www.crookedspire.org

"I ain't afraid of no ghost"

Brimington Community Centre

Saturday 17 November, 7pm.

A comic investigation into a 80's childhood haunting where nothing is quite what it seems.

Suitable for adults, families and children aged eight and over.

Tickets: £8 for adults, £5 for under 16s.

Visit: www.brimingtonpc.co.uk

Santa special cruises on the Chesterfield canal

Tripboat, John Varley, will carry out Santa Special trips every Saturday and Sunday from 24 November to 23 December and on Wednesday 19, Thursday 20 and Friday 21 December. All leave from Tapton Lock.

A trip costs £7 per person. Each child will receive a present and each adult will get a mince pie and drink.

For bookings, ring 01629 533020.

Staveley Christmas Market

Wednesday 5 December, 4pm to 8pm

Stalls will be located in the market square and along the High Street. The event will feature fairground rides, an ice rink, street entertainers and a Christmas lights switch-on at 6.30pm.

Staveley Hall will have indoor and outdoor craft stalls, Santa's Grotto, mulled wine and a Christmas evening disco.

For more information ring (01246) 473132.

Christmas Tree Festival at St Thomas' Church

Friday 7 to Sunday 9 December

Open Friday and Saturday, 10:30am to 7pm; Sunday, 1.30pm to 5pm.

Trees decorated and donated by local people, businesses and community groups.

Visit: www.st-thomas-brampton.org

Gilbert and Sullivan Society's Christmas Concert

St Mary and All Saints' (Crooked Spire) Church

Wednesday 12 December, 7.30pm

Chesterfield Gilbert and Sullivan Society stages its Christmas concert with the renowned Harlequin Brass.

For more information, visit: www.chesterfieldgands.co.uk

Ireland Colliery Chesterfield Brass Band presents Festive Brass

St Mary and All Saints' (Crooked Spire) Church.

Saturday 15 December, 7pm

Tickets cost £8 for adults and £6 for concessions.

To book, visit: www.ticketsource.co.uk/icccb

Chesterfield Studios: Rudolph the Robot Reindeer

The Rose Theatre.

Saturday 22 to Monday 24 December, 10am, 1.30pm, 4pm.

Santa's friend Professor Knut has invented a robot reindeer so Rudolph can have a holiday this year - but things don't go to plan.

Can the real Rudolph rescue Christmas?

To book, visit: www.ticketsource.co.uk/chesterfieldstudios



What's on

Chesterfield Market

Open air market each Monday, Friday and Saturday. Flea market each Thursday.



Christmas lights switch-on event

Sunday 18 November
Market from noon, stage show from 3.30pm – see page 26 for more details.

Artisan market

in association with The Market Co.
Sundays 25 November, 23 December, 27 January

Farmers' market

Thursdays 13 December, 10 January, 14 February

Queen's Park

Sunday 23 December from 9.30am
Chesterfield Santa fun run and walk



Chesterfield Museum

Open each Monday, Thursday, Friday and Saturday, 10am to 4pm. Admission free to exhibitions and events but donations are welcome.

Tel: (01246) 345727
www.chesterfield.gov.uk/museum

A walk down Chatsworth Road

until Saturday 8 December
Personal stories and social history of this well-loved area of Chesterfield

The trench experience

until Saturday 12 January
Discover personal histories of soldiers from Chesterfield in the First World War



Traditional games days

Friday 21, Saturday 22 and Thursday 27 to Saturday 29 December

Have a go at the traditional games children used to play

Revolution House

The historic house is open each day between 11am and 4pm from Thursday 13 to Monday 24 December and from Thursday 27 to Monday 31 December. See the house decorated in festive style.

Tel: (01246) 345727
www.chesterfield.gov.uk/revolutionhouse

Carol concert

Thursday 13 December 6.30pm
A selection of favourite carols by Holymoorside Band

Pomegranate Theatre

www.chesterfieldtheatres.co.uk
Box office: (01246) 345222

Cinderella

Saturday 1 December to Sunday 6 January, various performance times



Pantomime adventure starring children's TV favourite Naomi Wilkinson and X Factor singer Rhydian Roberts.

70th anniversary season: Arsenic and Old Lace

Tuesday 22 to Saturday 26 January, evenings 7.30pm, Wednesday matinee 2pm, Saturday matinee 3pm

Presented by Tabs Productions. Part of a series of seven plays to celebrate the 70th anniversary of the Pomegranate Theatre as a civic theatre.

70th anniversary season: Billy Liar

Tuesday 29 January to Saturday 2 February, evenings 7.30pm, Wednesday matinee 2pm, Saturday matinee 3pm
Written by Keith Waterhouse and Willis Hall, presented by Tabs Productions.

70th anniversary season: The Killing of Sister George

Tuesday 5 February to Saturday 9 February, evenings 7.30pm, Wednesday matinee 2pm, Saturday matinee 3pm
Written by Frank Marcus, presented by Tabs Productions.

70th anniversary season: How the Other Half Loves

Tuesday 12 to Saturday 16 February, evenings 7.30pm, Wednesday matinee 2pm, Saturday matinee 3pm
Farce by Alan Ayckbourn, presented by Rumpus Theatre Company.

70th anniversary season: An Evening with Gary Lineker

Tuesday 26 February to Saturday 2 March, evenings 7.30pm, Wednesday matinee 2pm, Saturday matinee 3pm.
Written by Arthur Smith and Chris England, presented by Rumpus Theatre Company.

70th anniversary season: Anybody for Murder

Tuesday 5 March to Saturday 9 March, evenings 7.30pm, Wednesday matinee 2pm, Saturday matinee 3pm
Comedy thriller by Brian Clemens and Dennis Spooner, presented by Tabs Productions.

70th anniversary season: Don't Dress for Dinner

Tuesday 12 to Saturday 16 March, evenings 7.30pm, Wednesday matinee 2pm, Saturday matinee 3pm
Written by Marc Camoletti, adapted by Robin Hawdon. Presented by Rumpus Theatre Company.

OFFER See seven plays for the price of four when booking at the same time and before Saturday 26 January – available at the box office, call (01246) 345222.

Winding Wheel

www.chesterfieldtheatres.co.uk
Box office: (01246) 345222

Hits of Motown with Roy G Hemmings

Friday 23 November, 7.30pm
Featuring a variety of Motown classics.



T-Rexstasy

Friday 30 November, 8pm
Celebrating the hits of T-Rex

A Christmas Carol - In Concert

Monday 3 December, 7.30pm
Unique retelling of Dickens' heart-warming tale.

The Snowman - also including A Donkeys Tale

Wednesday 5 December, 6.30pm
Big screen iconic film featuring world class musicians.

Roy Chubby Brown

Thursday 6 December, 7.30pm
Suitable for 18+ audiences. Not for the easily offended.

Masson Mills Band with Perfect Pitch Choir and friends

Sunday 16 December, 3pm

Start your Christmas with the highly acclaimed Sir Richard Arkwright's Masson Mills Band and friends. They will be joined by local schoolchildren and the outstanding choral group Perfect Pitch, as seen on Britain's Got Talent 2017.

Viennese New Year Concert

Sunday 6 January, 3pm
Presented by Sheffield Symphony Orchestra

Pomegranate Screenings

Pomegranate Screenings

Highlights from film and satellite broadcasts at the Pomegranate Theatre



RSC Live: Troilus and Cressida

Wednesday 14 November, 7pm
Presented by the Royal Shakespeare Company.



Satellite: La Bayadere

Sunday 18 November, 7.15pm
19th-century Russian ballet, presented by the Royal Ballet



National Theatre Live: The Madness of King George III

Tuesday 8 January, 7pm
Written by Alan Bennett, recorded at the Nottingham Playhouse.

Contact us

We provide more than 50 services to our residents including: waste collection and recycling, street cleaning, leisure and park facilities, housing, environmental protection, planning, regeneration, housing, markets, theatres and tourism.

The answers to most of your queries will be available on our website: www.chesterfield.gov.uk.

If you can't find what you are looking for, you can fill in a contact form www.chesterfield.gov.uk/contact.

For general enquiries, you can call us on
(01246) 345345

For enquiries about specific services call:

Chesterfield Theatres box office
(01246) 345222

box.office@chesterfield.gov.uk

Chesterfield Visitor Information Centre
(01246) 345777 or 345778
tourism@chesterfield.gov.uk

Healthy Living Centre

(01246) 345666

hlcenquiries@chesterfield.gov.uk

Queen's Park Sports Centre

(01246) 345555

qpsscquiries@chesterfield.gov.uk

For housing related queries please call our main number except for:

Careline

0300 323 0076

Homelessness prevention team

(01246) 345825

homelessness.prevention@chesterfield.gov.uk

Homelessness (out of hours)

0845 6058 058

(01629) 532600

On the Move – for all council house waiting list and allocations queries

Visit the website at www.onthemove-cbc.org.uk

(01246) 345700

onthemove@chesterfield.gov.uk

Neighbourhoods team

(01246) 345071

Rents and rent recovery

(01246) 345501 or 345510

Reporting housing repairs

0800 5875 659

repair.requests@chesterfield.gov.uk

Emergency housing repairs – out of hours only

(01246) 345041

Are we accessible to you?

کیا ہم تک آپ کی رسائی ہے؟ اگر نہیں تو ہمیں بتائیے!

你可覺得易於與我們接觸？若不的話，請提出要求。

Czy łatwo jest skontaktować się z nami? Jeżeli nie, powiedz nam o tym!

Siamo accessibili nei vostri riguardi? In caso contrario rivolgetevi a noi!

We want everyone to be able to read our publications.
We aim to provide what you need to be able to understand our information or talk or write to us.

On request we will provide free of charge:

Language interpreters, including for sign language

Translation of written material into other languages

Material in braille, large print and recorded onto CD.

Please contact us:

General enquiries: 01246 345345 Text 07960 910264

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