

EXECUTIVE

**11TH MAY 2009
AT 1000 HOURS**

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Sherwood Lodge
Bolsover
Derbyshire
S44 6NF

Date: 30th April 2009

Dear Sir or Madam,

You are hereby summoned to attend a meeting of the Executive of the Bolsover District Council to be held in the Council Chamber, Sherwood Lodge, Bolsover, on Monday 11th May 2009 at 1000 hours.

Members are reminded that under Section 51 of the Local Government Act 2000 the Bolsover Code of Conduct was adopted by the Council on 16th May 2007. It is a Councillor's duty to familiarise him or herself with the rules of personal conduct by which Councillors must conduct themselves in public life. In addition, Members should review their personal circumstances on a regular basis with these rules in mind and bearing in mind the matters listed on the Agenda for discussion at this meeting.

Copies of the Bolsover Code of Conduct for Members will be available for inspection by any Member at the meeting.

Register of Members' Interest - Members are reminded that a Member must within 28 days of becoming aware of any changes to their interests under paragraph 14 or 15 of the Code of Conduct provide written notification to the Authority's Monitoring Officer.

Members are reminded of the provisions of Section 106 of the Local Government Finance Act 1992 and the responsibility of Members to make a declaration at this meeting if affected by the Section and not to vote on any matter before this meeting which would have an affect on the Council's budget.

You will find the contents of the agenda itemised on pages 134 &135.

Yours faithfully,



Chief Executive Officer

To: Chairman and Members of the Executive

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Chief Executive Officer: Wes Lumley, B.Sc.,F.C.C.A.

EXECUTIVE

Minutes of a meeting of the Executive of the Bolsover District Council held in the Council Chamber, Sherwood Lodge, Bolsover, on Monday, 6th April 2009 at 1000 hours.

PRESENT:-

Members:-

Councillor E. Watts – Chair

Councillors J.E. Bennett, K. Bowman, A.J. Hodkin, D. Kelly, D. McGregor, B.R. Murray-Carr, A. Syrett and A.F. Tomlinson.

Officers:-

S. Tomlinson (Director of Strategy), K. Shillito (Principal Solicitor), D. Hill (Head of Finance), F. Bacon (Head of Revenue Services), P. Brown (Chief Executive's and Partnership Manager) (to Minute No. 865)), L. Khella (Consultant Programme Manager Chief Executive's and Partnership Team) (to Minute No. 865), L. Hickin (Leisure Operations Manager) (to Minute No. 866)), C. Hirst (Arts Development Officer) (to Minute No. 866)), P. Campbell (Head of Housing)(to Minute No. 867)), D. Eccles (Head of Regeneration) (for Minute No. 867)) and A. Bluff (Democratic Services Officer).

Also in attendance at the meeting was M. Hankinson (Manager of the Family Employment Initiative, Coalfields Regeneration Trust) (to Minute No. 865)) and A. Humberstone (Cultural Consortium Ltd) (to Minute No. 866)).

860. APOLOGY

An apology for absence was received on behalf of the Chief Executive Officer.

861. URGENT ITEMS OF BUSINESS

There were no urgent items of business to consider.

862. DECLARATION OF INTERESTS

There were no declarations of interest received.

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863. MINUTES – 16TH MARCH 2009

Moved by Councillor K. Bowman, seconded by Councillor B.R. Murray-Carr
RESOLVED that the minutes of a meeting held on 16th March 2009 be approved as a correct record.

864. WORKING NEIGHBOURHOODS FUND MONITORING REPORT AND FAMILY EMPLOYMENT INITIATIVE

The Chief Executive's and Partnership Manager presented the report.

The Consultant Programme Manager gave a progress report and financial update to the meeting and also sought Members approval to suspend contract standing orders 4.8.3 to enable a programme with Disability Dynamics Ltd to commence following a successful pilot.

Meg Hankinson, Manager of the Family Employment Initiative (FEI), from the Coalfields Regeneration Trust (CRT) gave a slide presentation to the meeting regarding the work that has been carried out through the FEI.

Members asked questions and discussion took place.

Moved by Councillor D. McGregor, seconded by Councillor E. Watts
RESOLVED that Contract Standing Orders 4.8.3 be suspended for the reasons given in the report in relation to Disability Dynamics Ltd.

(Chief Executive Officer / Chief Executive's & Partnership Manager)

Reason for decision: **To ensure that WNF is targeted to best effect and where needed and to ensure that the tendering process does not unjustifiably distort the result.**

The Chief Executive's and Partnership Manager, the Consultant Programme Manager and Meg Hankinson left the meeting.

865. A PUBLIC ART STRATEGY FOR BROOK PARK, SHIREBROOK, AND THE BOLSOVER DISTRICT

The Leisure Operations Manager presented a report to seek Members approval to adopt a Public Art Strategy for Brook Park, Shirebrook and the Bolsover District. The Public Art Strategy would include a revised public art policy and procedures for the management of public art. If approved, the Strategy would be reviewed annually and subject to a report to Executive on progress.

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Alan Humberstone from Cultural Consortium Ltd gave a slide presentation to the meeting entitled "What is Public Art?"

Councillor Kelly raised concern that Members were not involved in the early stages of the process of public art applications. He further raised concern regarding the internal charge for the project management fee which could be used for other arts projects in the community.

The Director of Strategy drew Members attention to the flow chart in the Public Art Strategy document which included consultation with Members before any consent was approved. With regard to the project management fee, he advised Members that there was a cost to the Authority in managing arts projects which is why a nominal fee of 5% was suggested; this still gave an additional 15% towards public art contributions, compared with previous arrangements with external contractors / organisations where the cost had been 20% to the Authority.

Further discussion took place and Members suggested that the table at Appendix 3, in the Public Art Strategy document, be amended to reflect Members involvement in the process of public art applications.

Moved by Councillor A. M. Syrett, seconded by Councillor D. McGregor

RESOLVED that 1) the Public Art Strategy for Brook Park, Shirebrook and the Bolsover District be approved,

2) the Leisure Operations Manager be granted delegated authority to make minor changes as necessary to the document in consultation with Director of Strategy and Portfolio Holder for Social Inclusion,

3) the opportunity to levy a charge of 5% of the total project cost (thus leaving a 15% saving overall based on previous management arrangements) for internal project management fees be approved,

4) the flow chart in the Public Art Strategy document be amended to reflect Members involvement in the process of public art applications.

(Leisure Operations Manager / Arts Development Officer)

Reason for decision: **To adopt a Public Art Strategy for Brook Park, Shirebrook and the Bolsover District.**
To give approval for the Procurement of Public Art Management and Delivery.

The Leisure Operations Manager, the Arts Development Officer and Alan Humberstone left the meeting.

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866. RENT ARREARS – VERBAL UPDATE

The Head of Housing circulated information on area based targets in respect of housing rent arrears.

A total of 454 people were in rent arrears at the end of March 2008 compared to 382 at the end of March 2009. Rent arrears still continued to fall despite the general economic climate.

Members asked questions.

Moved by Councillor K. Bowman, seconded by Councillor B. R. Murray-Carr
RESOLVED that the report be noted.

Reason for decision: To keep Members updated on the present position of housing rent arrears.

The Head of Housing left the meeting.

867. REPRESENTATION ON THE DERBY AND DERBYSHIRE ECONOMIC PARTNERSHIP

The Directory of Strategy presented the report to seek Members approval of representation on behalf of the Authority at the Derby and Derbyshire Economic Partnership (DDEP).

From 1st April 2009 the membership would be extended to include representatives of the three North Eastern Derbyshire local authorities (Bolsover, North East Derbyshire and Chesterfield).

Further to a question raised by Councillor Bennett, the Head of Regeneration clarified that the representative on the DDEP board would have to be either the Leader, Deputy Leader or Cabinet Member with responsibility for Economic Development (currently at Bolsover this was the Deputy Leader).

Moved by Councillor D. McGregor, seconded by Councillor B.R. Murray-Carr.
RESOLVED that the Board Member on DDEP is the Leader, Deputy Leader or Cabinet Member for Regeneration - this is to be at the Leader's discretion.

(Leader / Head of Regeneration)

The Head of Regeneration left the meeting.

Reason for decision: To ensure the Council is represented on an important regeneration body.

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868. RISK MANAGEMENT

The Director of Strategy presented the second annual report which gave an update to Members on progress with Risk Management.

Two new strategic risks had been identified as a result of the continuing global financial crisis; one in relation to Treasury Management and the second relating to possible failure of contractors engaged in work for the Council.

A revised Risk Management Register was appended to the report.

Members asked questions and discussion took place.

Moved by Councillor E. Watts, seconded by Councillor D. McGregor

RESOLVED that the report be noted.

(Director of Strategy)

Reason for decision: To provide Executive with Risk Management arrangements.

869. ARREARS – IRRECOVERABLE ITEMS OVER £1,000

The Head of Revenue Services presented the report to seek Members approval to write off outstanding debts, including costs amounting to £35,231.41 in respect of persons; unable to trace / bankrupt or companies in liquidation.

The Head of Revenue Services drew Members attention to the lead/liable name under account reference 90121772X, this should read Mr Kim Williams and not Mr Michael Philip Smith.

Moved by Councillor D. McGregor, seconded by Councillor A. M. Syrett,

RESOLVED that the irrecoverable items including costs amounting to £35,231.41 be written off with the proviso that should any of the debts become collectable the amounts be re-debited.

(Head of Revenue Services)

Reason for decision: In order that outstanding debts can be written off where they are uncollectable.

870. THE LOCAL GOVERNMENT (ACCESS TO INFORMATION) ACT 1985

Moved by Councillor E. Watts, seconded by Councillor A. Syrett

RESOLVED that under Section 100(A)(4) of the Local Government Act 1972 (as amended), the public be excluded from the meeting for the following items of business on the grounds that they involve the likely disclosure of exempt information as defined in the stated Paragraph of Part 1 of

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Schedule 12A of the Act and it is not in the public interest for that to be revealed.

871. ARREARS IRRECOVERABLE ITEMS OVER £1,000 EXEMPT – PARAGRAPH 3

The Head of Revenue Services presented the report to seek Members approval to write off irrecoverable items, including costs, amounting to £2,427.20 where the ratepayer has died or where the company has ceased to trade.

Moved by Councillor D. McGregor, seconded by Councillor B.R. Murray-Carr,
RESOLVED that the irrecoverable items, including costs, amounting to £2,427.20 be written off with the proviso that should any of the debts become collectable the amounts be re-debited.

(Head of Revenue Services)

Reason for decision: In order that outstanding debts can be written off where uncollectable.

The meeting concluded at 1205 hours.

Agenda Item No. 5

Recommended Item from Scrutiny Committee held on 17th March 2009.

**813. RECOMMENDED ITEM FROM THE EXECUTIVE HELD ON
26TH JANUARY 2009 - DISCRETIONARY SERVICES REVIEW
REPORT FOR ARTS AND CULTURAL EVENTS, COMMUNITY
DEVELOPMENT AND WELFARE SERVICES AND GRANT TO
JUNCTION ARTS**

The Leisure Operations Manager presented the report which gave details of a Best Value Discretionary Services Review and gave details of the services reviewed including Arts and Cultural Events, Community Development and Welfare Services and Grants to Voluntary Organisations.

Councillor Dooley expressed her disappointment that the HELP programme would not continue and asked why when the equipment was hired out, there was a cost to the Authority. It was noted that these were staffing costs.

Councillor Wallis asked what work had been done to attract additional funding for Junction Arts. It was noted that it would be up to Junction Arts to attract additional funding. The withdrawal of the fireworks event was due to a reluctance of English Heritage to host the event and the unsuitability of other venues.

Councillor Clifton asked who would do the work of the Events Officer and it was noted that this post had been vacant for eighteen months and any expertise could be bought in.

It was moved by Councillor J.A. Clifton and seconded by Councillor K. Walker that

- (1) the report be received,
- (2) the findings of the review panel be accepted,
- (3) a report for the disestablishment of the vacant Events Officer post be submitted to Council.

On being put to the vote and the motion being lost, it was

Moved by Councillor T. Cook and seconded by Councillor D.S. Brindley.
RECOMMENDED that the decisions of the Executive be endorsed with the exception of the Parish Events Support Programme which should be reinstated.

(Head of Democratic Services)

Recommended Item from Executive held on 26th January 2009

631. DISCRETIONARY SERVICES REVIEW REPORT FOR ARTS AND CULTURAL EVENTS, COMMUNITY DEVELOPMENT AND WELFARE SERVICES AND GRANT TO JUNCTION ARTS

The Leisure Operations Manager presented the report.

As part of the Authority's Best Value Discretionary Services Review undertaken recently, there were a number of services / items reviewed that form part of the Leisure Services portfolio of activity. These were;

Arts and Cultural Events
Community Development and Welfare Services
Grants to Voluntary Organisations

A breakdown of the information regarding the above areas was given to the review panel in order for them to undertake their review. This breakdown was contained in the report along with the findings / outcomes of the review panel.

Councillor Watts advised that as the report was a 'best value review' report, a further recommendation was needed that it be forwarded to Scrutiny Committee for their consideration also.

Moved by Councillor A. M. Syrett, seconded by Councillor B. R. Murray-Carr
RESOLVED that 1) the report be received,

- 2) the findings of the review panel be accepted,
- 3) a report for the disestablishment of the vacant event officer post be submitted to Council,
- 4) the report be forwarded to Scrutiny Committee.

Reason for decision: **To report the results of the discretionary services review process and seek approval of the changes.**

(Leisure Operations Manager / Head of Democratic Services - Scrutiny)

| | | | |
|---------------------------|---|------------------|------|
| Committee: | Executive | Agenda Item No.: | 14 |
| Date: | 26 th January 2009 | Status | Open |
| Category | 1. Key decision included in Forward Plan | | |
| Subject: | Discretionary Services Review Report for Arts & Cultural Events, Community Development & Welfare Services and Grant to Junction Arts. | | |
| Report by: | Leisure Operations Manager | | |
| Other Officers Involved | Director of Strategy | | |
| Director | Strategy | | |
| Relevant Portfolio Holder | Social Inclusion | | |

RELEVANT CORPORATE AIMS

Strategic Organisational Development

Continue to monitor, review and improve the economy, efficiency and effectiveness of all Council Services.

TARGETS

Cashable efficiencies would contribute to NI 179

VALUE FOR MONEY

The report results from members review of certain discretionary services and proposes savings & efficiencies

THE REPORT

As part of the Authorities Best Value Discretionary Services Review undertaken recently, there were a number of services/items reviewed that form part of the Leisure Services portfolio of activity.

These were:

- Arts and Cultural Events
- Community Development and Welfare Services
- Grants to Voluntary Organisations

The following is a breakdown of the information regarding the above areas that the review panel had in order for them to undertake their review.

ARTS & CULTURAL EVENTS

Background

The Council's annual events budget is £38,500 (excluding events officer post & Hire & Loan costs) and historically the majority of the budget has been spent on one or two large scale events with only a limited amount allocated to the many local community events that take place each year.

Events Officer post

This post is 18.5 hours (part time permanent) currently unoccupied, however, some of the money has been used to pay other staff and contractors to deliver the events programme since the last occupier of the post left in 2007. The main duties of this post holder was to organise the Fireworks event, assist the Parishes with their events & manage the hire & loan scheme.

The cost of this post is approx. £15,000 including on costs.

Bolsover Fireworks

The Council's annual fireworks extravaganza is held in the grounds of Bolsover Castle and Bolsover town centre on the last Saturday in October. Now in its 20th year the concert attracts a capacity 6,000 crowd with hundreds more watching from the streets outside the castle.

A two hour themed stage show precedes the fireworks which are professionally choreographed to light effects and music. A funfair in the town centre, street entertainers and a range of concessions inside the castle help to ensure a carnival atmosphere is created.

N.B. English Heritage have expressed that they do not wish to continue with the event at the castle after 2008 on that date (last Saturday in October).

The event costs approximately £50,000 to organise and £31,500 is recovered in income from ticket sales, sponsorship and concessions.

Derbyshire Food and Drink Fair

The Derbyshire Food and Drink Fair is a weekend event held annually at Bolsover Castle. Now in its 7th year the event is used to showcase and celebrate Derbyshire's food and drink. Producers, merchants and specialty retailers from across Derbyshire exhibit their goods and produce. Food and drink is a national tourism priority and the event helps to strengthen the Derbyshire food brand as well as encourage Derbyshire businesses to work together.

The event is organised and managed by Derbyshire County Council with support from a range of partners, including Bolsover District Council, and was originally staged in response to the negative impact that Foot and Mouth was having on the County's tourism industry, especially its food and drink businesses.

Over 60 exhibitors & 12,000 people attended the 2007 event which included celebrity cooking demonstrations, family entertainment and a large Arts and Crafts marquee. This has helped establish the food and drink fair as a popular regional event.

The event costs approximately £55,000 to organise and the District Council makes a financial contribution of £10,000.

Community Parish Events Programme

The community parish events programmes is a small grants scheme run by the Authority aimed at supporting parish council events in each of Bolsover district's fourteen parishes. Each Parish has the opportunity to request up to £750 cash from this programme to support their local Parish events portfolio, examples of this are; Shirebrook Town Council fireworks display, Old Bolsover Town Council Christmas festival etc.

The scheme costs approximately £10,500 per year to operate.

Bolsover School Choir Competition

This event has been run for a couple of years now and has been held at Kissingate Leisure Centre. Both events have been very successful and this year saw 21 schools from in and around our district compete with over 700 attendances on the day.

The event costs approximately £1000 to stage (funded through Arts & Business funding secured) + officer time + lost opportunity of 1 day sports hall income at Kissingate.

Bolsover Brass Band Competition

This event has also been run for a couple of years now and has also been held at Kissingate Leisure Centre, however, as with the above event – this could be rotated around the district year on year i.e. South Normanton Community Centre, Frederick Gents School etc.. This event has also been very successful, the last event having over 500 competitors participating.

The event costs approximately £1750 to stage (funded through Arts & Business funding secured) + officer time + lost opportunity of 1 day sports hall income at Kissingate. However this event does generate approx. £650 of bar income throughout the day that we would not have otherwise had.

COMMUNITY DEVELOPMENT & WELFARE SERVICES

Background

Hire Equipment Loan Programme (HELP)

Organisers of community events and celebrations such as flower festivals, well dressings, school galas, village fetes and carnivals can apply for free use of the Council' stock of events equipment (bouncy castles, marquees, bunting, tables, chairs etc).

Despite the popularity of this service the number of applications that the Authority is currently able to support is very limited. The scheme supports on average 15 local events per year (on average) and has cost approximately £1,500 per year to operate, however last year we had around 25 local events which pushed the staffing costs up to around £3,000.

REVIEW OF JUNCTION ARTS GRANT

Background

Historically, with no dedicated arts officer post, the arts activity/direction within the district was mainly via Head of Leisure and Junction Arts as a strategic partner. Junction Arts is a major participatory arts organisation based in Shirebrook but with a regional reputation for their work. JA is core funded by Bolsover District (amongst others) for which the district gets in return a participatory arts programme implemented across the district.

Around 3 years ago the first dedicated arts development post was created at Bolsover & around 18 months ago the funding was sought to produce an arts strategy for the district. It was thought that specialist knowledge would be required to produce the first arts strategy – with a view to the Arts Development Officer receiving some training and mentoring alongside the strategy production to facilitate future in-house strategy development. Evidence suggested that an arts strategy could:

- Improve access and opportunity for the districts residents to good quality arts activities/products/venues/productions & such like

- Ensure residents and businesses take advantage of the economic benefits which creative sector growth can provide

- Provide a mechanism for evaluating effectiveness, efficiency and value for money of District Council activity in the creative sector –by measuring and monitoring additional levered in resources into the district for example.

- Demonstrate the Councils clear commitment to the creative sector and the benefits it brings – i.e. local people, regional and national bodies and to government.

Since the strategy adoption this year, clear aims, objectives and priorities have been established/identified and an accompanying action plan for the Arts Development Officer has been produced.

The strategy and action plan has provided a framework for the Arts Development & other Officers to plan and deliver a manageable work programme against which they can assess the value of new opportunities which arise during the life of the strategy.

ISSUES/OPTIONS FOR CONSIDERATION

Arts & Cultural Events – is it a time for a change?

Due to the Authority’s current financial position it is unlikely that additional funding will be made available during the short to medium term so any changes to the events management service will have to be financed from within existing resources.

Whilst the fireworks extravaganza and food and drink fair are popular events with a regional appeal the Authority recognises that most of its current events activity focuses on Bolsover Castle which is beneficial in terms of tourism but is less beneficial in terms of community engagement and participation.

In addition to the positive contribution that these two events make to the local economy, event goers tend also to repeat visit at a later date bringing even more tourism spend into the area. These events also showcase the district to potential visitors, the profile and interest generated by these two events across the region is considerable and the marketing value, in terms of positive publicity, is estimated to run into many tens of thousands of pounds.

However there are other cultural venues like Hardwick Hall and Creswell Crags that aren’t given the opportunity to host Council events yet are equally as important in terms of tourism, prestige and cultural identity.

In addition the fireworks, for all its popularity and profile, in real terms only offers three hours worth of entertainment to a relatively small number of people, yet the financial risk to the authority resulting from a weather affected event is considerable.

| Activity | Options | Pro’s | Con’s |
|-----------------------------------|--|---|---|
| Bolsover Fireworks Display | Continue at the castle but on a different date | Great event - lots of kudos Established venue – recognised risks etc. In town centre – great knock on opportunities for the | In same place every year – perception that the South of the district does not benefit Venue is |

| Activity | Options | Pro's | Con's |
|---|---|---|--|
| | | local economy Continue 21 year tradition | restrictive in terms of numbers English Heritage appear reluctant partners for the future A change of date has lots of down sides – supplier availability, clashing with other events etc. |
| | Options | Pro's | Con's |
| | Look for an alternative venue for the event | A sense of spreading the benefits of such an event Chance to increase attendances by not having a restrictive size of venue Could reduce the cost of the event by increasing ticket sales | Planning for the event would require more resources Securing suppliers who fit the requirement would need to be established Accessibility issues would need to be considered |
| | Options | Pro's | Con's |
| | Stop the event all together | Save the cost Save officer time Could re-direct funding into other areas | Lose a well respected and highly attended event Could spark public criticism Bolsover would lose an excellent tourism promoting event |
| Derbyshire Food & drink Fair | Continue to offer support funding as we do at present | Support of a regionally recognised event that benefits the district & Bolsover specifically | Costs the authority £10k which could be used elsewhere may be to better effect |

| Activity | Options | Pro's | Con's |
|--|--|---|--|
| | Options | Pro's | Con's |
| | Reduce the level of funding | Support of a regionally recognised event that benefits the district & Bolsover specifically Could save the authority some of the previous £10k | Would still cost the authority £an amount which could be used elsewhere may be to better effect |
| | Options | Pro's | Con's |
| | Stop the funding all together | Save £10k | Could see event moved from the district |
| Activity | Options | Pro's | Con's |
| Community Parish events programme | Continue to offer the support funding as we do at the moment | Enables us to support a range of Parish events across the district Many people across the district benefit | Costs the authority £10k which could be used elsewhere Many Parishioners are unaware of the District councils contribution |
| | Options | Pro's | Con's |
| | Reduce the level of funding | Enables us to support a range of Parish events across the district Many people across the district benefit Could save the authority some of the previous amount | Would still cost the authority £an amount which could be used elsewhere Many Parishioners are unaware of the District councils contribution |
| | Stop the funding all together | Save the authority £10k | Parish Councils could find it more difficult to put on smaller community events |

| Activity | Options | Pro's | Con's |
|---|---|-------|-------|
| Bolsover School Choir competition & Bolsover Brass Band competition | Both are funded through arts & business schemes – cost neutral to the authority | | |
| Other options could include: use of the current events budget to fund a programme of smaller community events use of the current events budget to fund a mobile resource that could support smaller parish events around the district i.e. event roadshow type of product | | | |

Community Development & welfare – is it a time for change?

The equipment we have at the moment will soon require refurbishment or replacement - can the authority afford to maintain/replace the stock? Should the authority provide such a service? As it stands at the moment the option to continue to run this scheme with no income and no refurbishment budget would ultimately bring it to a natural closedown due to health & safety reason within the next year or so. To introduce an income generating stream to sustain the product would give the product longevity and sustainability, however the essence of what the programme was created for could be lost.

Inventory

| | |
|------------------------------------|---------------------------|
| 4 x 6mx3m Marquee pods | current value= £2000 each |
| 1x bouncy Castle | current value= £1000 |
| P.A. system | current value= £500 |
| Several cones, ropes, bunting etc. | current value= £100 |
| Several road closure signs | current value= £200 |

| Activity | Options | Pro's | Con's |
|---|---|--|---|
| Hire & Loan Programme (HELP) | Continue with the Hire Equipment Loan Programme as is | Parishes and community groups etc. continue to benefit from the free provision of events support equipment which could not be afforded otherwise | Costs the authority between £3-£4k pa to staff, repair & maintain |

| | Options | Pro's | Con's |
|--|---|--|---|
| | Put in place a charging formula to all organisations to cover costs | Will help fund the programme | Will detract from the purpose of the programme i.e. free support to voluntary organisations |
| | Options | Pro's | Con's |
| | Put in place a charging formula for commercial hirers or organisations outside the district to cover the costs of running the programme free for our events and celebrations such as flower festivals, well dressings, school galas, village fetes and carnivals within the district. | Will help fund staffing and repairs etc | Will need investment to bring the kit up to commercial hire standard |
| | Options | Pro's | Con's |
| | Sell off or donate the equipment cease to run the programme | Will generate small capital receipt Will save current costs | Community and voluntary orgs, will lose the current support for their events |

Review of Junction Arts Grant – is it time for change?

Since the appointment of a dedicated Arts Officer and the adoption of the Arts Strategy, the role that Junction Arts plays in terms of the District Council will ultimately be a different one to that of 3 years ago. Whatever the future funding arrangement, it will be important to have in place an agreed SLA (service level agreement) with a programme plan that is both specific and measurable to ensure the Authority receives value for money.

| Activity | Options | Pro's | Con's |
|----------------------------|---------------------------------------|---|---|
| Junction arts Grant | Continue with the Grant funding as is | The authority will continue to benefit from a participatory arts programme that is district wide | Costs the authority £19.5k pa |
| | Options | Pro's | Con's |
| | Reduce the level of funding | The authority will continue to benefit from a reduced participatory arts programme across the district The authority will reduce its costs | Will still cost the authority £an amount Could threaten the existence of Junction Arts Net loss across the district in terms of participatory arts programmes |
| | Options | Pro's | Con's |
| | Remove the grant funding all together | The authority will save £19.5K pa | Could threaten the existence of Junction Arts Net loss across the district in terms of participatory arts programmes |

THE FINDINGS/OUTCOME OF THE REVIEW PANEL

Following consideration of the information and options outlined above by the review panel, it is recommended that:

Arts & Cultural Events

The Events Officer is not to be replaced.

The fireworks event not to be staged as there is currently no venue for 2009.

A different event to be considered some time in the future.

Derbyshire Food and Drink Fair to continue, but a full post event evaluation to be prepared to explore its future and future venues.

Community/Parish programme to stop in 2009/10.

Schools choir and brass competitions to continue, but review of potential venues across the District to be carried out.

Community Development & Welfare Services

Hire equipment – stop after last booking and take no new bookings. The equipment is to be retained if useful and disposed of in accordance with Financial Regulations if not.

Grants to Junction Arts

The grant to continue for the next 3 years. The Portfolio member for Social Inclusion to meet the Junction Arts to confirm the 3 year limit and that after this the grant will be reassessed and this may affect the grant paid in the future.

IMPLICATONS

Financial: If all of the recommendations by the review panel are upheld then the following savings would apply:

Fireworks - £18,500 pa
Parish events support programme - £10,000 pa
Events Officer Post - £15,000 pa
HELP scheme - £3,000 - £5,000 pa
TOTAL = £46,500 – £48,500

Legal: None

Human Resources: Non replacement of vacant post (events officer).

RECOMMENDATION(S)

That; (1) the report be received,

(2) the findings of the review panel be considered,

(3) if the finding not to replace the vacant event officer post is agreed – a report for the disestablishment of the post is taken to full Council

REASON FOR DECISION TO BE GIVEN IN ACCORDANCE WITH THE CONSTITUTION

To report the results of the discretionary services review process and seek approval of the changes.

ATTACHMENTS: Y
FILE REFERENCE: None
SOURCE DOCUMENT: Background papers held by Leisure Operations Manager

Recommended Item from Scrutiny Committee held on 17th March 2009.

816. POLICY AND PERFORMANCE MANAGEMENT GROUPS

(1) Progress on Reviews

PPMG1

(i) Update of the Review of Member Service Review Panels

The Chair of PPMG1 reported that Members had been resurveyed regarding the new guidelines for Member Service Review Panels and although a few suggestions had been made, there were no significant changes to be made.

Moved by Councillor H. Gilmour and seconded by Councillor J.E. Smith.

RESOLVED that (1) all officers who may be involved in Member Service Review Panels be reminded of the requirements agreed including:

- a. The officer attending the meeting should be well briefed to enable them to represent their department.
- b. Attendance is mandatory.
- c. Members can submit issues/questions prior to the meeting.
- d. Officers who are unable to answer Members questions raised at the meeting, should target their response within 5 days and supply the response to all the Members of the panel.
- e. Information in the report should indicate whether it is at ward or district level.
- f. Charts and graphs in the report should conform to the corporate standard of 12 point Arial.

(2) the Members satisfaction with Member Service Review Panels be reviewed in February 2010,

(3) the review be formally closed,

RECOMMENDED that (4) the above recommendations be forwarded to the Executive for approval.

(Head of Democratic Services)

| | | | |
|---------------------------|--|------------------|------------|
| Committee: | Scrutiny | Agenda Item No.: | 10 (1) (i) |
| Date: | 17th March 2009 | Category | |
| Subject: | Update of the Review of Member Service Review Panels | Status | Open |
| Report by: | PPMG1 | | |
| Other Officers involved: | Scrutiny and Policy Officer | | |
| Director | Solicitor to the Council | | |
| Relevant Portfolio Holder | Corporate Efficiency | | |

RELEVANT CORPORATE AIMS

STRATEGIC ORGANISATIONAL DEVELOPMENT – Continually improving our organisation.

The report has assessed the deployment of the Member Service Review panels review recommendations.

TARGETS

The review supports the target of ‘continue to monitor, review and improve the economy, efficiency and effectiveness of all Council Services’ although it is not specified as a target.

VALUE FOR MONEY

Although the officer attendance at the meetings will reduce this will not provide any direct savings for the authority but has released them to fulfil other duties.

THE REPORT

Report attached

ISSUES FOR CONSIDERATION

None

IMPLICATIONS

Financial : None
Legal : None
Human Resources : None

RECOMMENDATIONS that;

- 1. all officers who may be involved in the MSRP be reminded of the requirements agreed including :**
 - a. The officer attends the meeting should be well briefed to enable them to represent their department.
 - b. Attendance is mandatory.
 - c. Members can submit issues/questions prior to the meeting.
 - d. Officers who are unable to answer members questions raised at the meeting, should target their response within 5 days and supply the response to all the members of the panel.
 - e. Information in the report should indicate whether it is at ward or district level.
 - f. Charts and graphs in the report should conform to the corporate standard of 12 point Arial.
- 2. the members satisfaction with MSRP is reviewed in February 2010**
- 3. the review is formally closed**
- 4. the recommendations are forwarded to the Executive for approval**

ATTACHMENT: **Y**
FILE REFERENCE: Report on MSRP for Scrutiny 19 March 09.doc
SOURCE DOCUMENT:

Update on the Review of
Member Service Review Panels
March 2009

by
PPMG 1

Cllr Bowmer
Cllr Connerton
Cllr Gilmour
Cllr Mills
Cllr Smith
Cllr Turner
Cllr Waring

May I take this opportunity to thank the members of PPMG1 and the Chair of Scrutiny for their time and commitment to this review, and to all the members who have taken the time to provide feedback to the group which has shaped the changes to Member Service Review Panels.

The review created many lively debates within the group and eventually I am pleased to say an agreed conclusion was achieved. The result of which is documented in this report.

Hilary Gilmour

Chair PPMG1

Key Issues and Reasons for Review

All the members of the group highlighted different issues that they had with the panels. The effectiveness and efficiency of the panels has not been measured since they were introduced in 2001.

Aim of Review

The aim of the review is:

- To identify the effectiveness of the panels for members and improve the satisfaction with them
- To identify any efficiency improvements for officers.

This supported the Council's Corporate Plan within the Strategic Organisational Development element to continually improving our organisation. The review will ensure that we continue to monitor, review and improve the economy, efficiency and effectiveness of the Member Service Review Panels.

Scope

The review covered the panels from the view of the members and officers.

Update

The report from the review was presented to the Scrutiny Committee on 29 April 2008 and the recommendations were agreed and endorsed by the Executive on 16 June 2008.

That the changes to the MSRP are reviewed in December 2008 (recommendation 5)

This report details the review of the changes that has been made from the original recommendations made by the group.

Status of the recommendations

- 1. That the proposed MSRP terms of reference are agreed and forwarded to the Standards Committee to approve (recommendation 1)**

The updated terms of reference were agreed by Standards Committee on 9 September 2008 and will be approved by each MSRP in February/April 2009.

Status: Delivered

2. That the feedback form is issued to all attendees at the MRSP held this year and forwarded to the Executive to approve (recommendation 2)

This was to ensure that the group monitor that the changes made to the attendance and reports are effective and provide the opportunity for any concerns to be raised.

The agreed feedback form was issued to all the attendees (members and officers) from June 2008 until November 2008 that provided the following results and comments:

Member Service Review Panels

Feedback from Members and officers – June to November 2008

Total responses = 13 (from 8 panels held)

Responses from :

| | |
|----------|----|
| Members | 12 |
| Officers | 1 |

How satisfied are you with the Member Service Review Panels?

| Very satisfied | Fairly satisfied | Neither satisfied or dissatisfied | Fairly dissatisfied | Very dissatisfied |
|----------------|------------------|-----------------------------------|----------------------|-------------------|
| 4 30.76% | 7 53.84% | | 1 (officer) 7.69% | 1 7.69% |

What went well at the Member Service Review Panels?

Review of officers reports, along with question and answer items for local area
Very well informed and questions answered ok
Information from officers, discussions with officers and an opportunity to clarify issues
Information officers were able to supply is helpful
Questions and answers
Questions answered. If unable to will get back to you.
Members did not raise any specific issues. It looks as though the message of reporting problems via the CRM system is finally starting to get through

Everyone had an opportunity to speak and there was no rudeness
Good reports from the officers. Although some not up-to date due to the timing of the month i.e. at beginning so not time to get up-to-date reports
Meeting conducted satisfactory

Are there any aspects of the Member Service Review Panel that could be improved?

The reduction of officer representation does not work. Officers present cannot answer all questions (no questions submitted beforehand)
Officer/member relationship
Not any major ones
None at present
Some graphs and figures in larger print
Probably having all the information to hand could be improved and we should ensure that there are written reports rather than verbal
Better officer attendance
Officer supply information when asked for not give excuses several weeks later
As the officers are the ones to report I feel their comments are most valuable
Heads of Departments attending

Any other comments/issues with the Member Service Review Panels?

Need more clarity on the purpose of MSRP
The MSRP should be about developing a relationship where officers/members should work together to resolve problems
Bar and pie graphs easier to read. Would be better if key to graphs was larger
Seemed to run alright with only one officer from each department
Still finding these meetings useful
Enquiries have been dealt with well and officers feedback
We must ensure that officers who attend are properly briefed
As some officers were not there not all questions could be answered

The group were disappointed that only one officer provided feedback.

Status: *Delivered.*

However, the group felt that they needed further detail from the members to clarify some of the areas. See section 5

3. That the proposed changes to the officer attendance at the MSRP is agreed and forwarded to the Executive to approve (recommendation 3)

The group proposed that the following changes are made to the officers attendance at the meeting :

Limit the number of officers (1 per department) who attend and those that attend should be well briefed and be able to represent their department. Attendance will be mandatory.

Members could submit issues/questions prior to the meeting to officers who would ensure that they had responses for the panels
When officers are unable to answer members questions raised at the meeting, they should target their response within 5 days and supply the response to all the members of the panel

Summary of officer attendance:

| 2006 | Housing | Street Services | Customer services | Democratic services | Community services |
|-----------------|---------|-----------------|-------------------|---------------------|--------------------|
| Clowne | 4 | 3 | 1 | 1 | 1 |
| Bolsover | 6 | 1 | 2 | 1 | |
| South Normanton | | | | | |
| Shirebrook | 6 | 2 | 2 | 1 | |

| 2007 | Housing | Street Services | Customer services | Democratic services | Community services |
|-----------------|---------|-----------------|-------------------|---------------------|--------------------|
| Clowne | 3 | 2 | 2 | 1 | 1 |
| Clowne | 4 | 3 | 2 | 1 | 1 |
| Clowne | 1 | 4 | 1 | 1 | 2 |
| Bolsover | 1 | | | 1 | 1 |
| Bolsover | 4 | 4 | 1 | 1 | |
| Bolsover | 4 | | 1 | | |
| Bolsover | 4 | 2 | 1 | 1 | 1 |
| South Normanton | 4 | 3 | 1 | 1 | 1 |
| South Normanton | 5 | 2 | 2 | 1 | 1 |
| South Normanton | 5 | 2 | 1 | 1 | 2 |
| South Normanton | 5 | 2 | 1 | 1 | 2 |
| Shirebrook | 3 | 1 | 1 | 1 | |
| Shirebrook | 3 | 3 | 1 | 1 | 1 |
| Shirebrook | 6 | 1 | 2 | 1 | 1 |

| 2008 | Housing | Street Services | Customer services | Democratic services | Community services |
|-------------|---------|-----------------|-------------------|---------------------|--------------------|
| Clowne | 5 | 1 | 2 | 1 | 1 |
| Bolsover | 6 | 1 | 1 | 1 | 1 |

| 2008 | Housing | Street Services | Customer services | Democratic services | Community services |
|-----------------|---------|-----------------|-------------------|---------------------|--------------------|
| South Normanton | 5 | 2 | 1 | 1 | |
| Shirebrook | 4 | 1 | 2 | 1 | 1 |
| Clowne | 5 | 1 | 2 | 1 | 2 |
| Bolsover | 3 | 1 | 2 | 1 | |
| Shirebrook | 5 | 1 | 2 | 1 | 1 |

Attendance after changes agreed to officer attendance by PPMG1

| 2008 | | Housing | Street Services | Customer services | Democratic services | Community services |
|---------|-----------------|---------|-----------------|-------------------|---------------------|--------------------|
| 13 June | Clowne | 3 | 1 | 2 | 1 | 1 |
| 4 July | Bolsover | 1 | 1 | 2 | 1 | 1 |
| 14 Aug | South Normanton | 1 | 1 | 1 | 1 | 1 |
| 8 Aug | Shirebrook | 1 | 1 | 1 | 1 | 1 |
| 12 Sept | Clowne | 1 | 1 | 1 | 1 | 2 |
| 3 Oct | Bolsover | 1 | 1 | 1 | 1 | 1 |
| 14 Nov | South Normanton | 1 | 1 | 1 | 1 | 1 |
| 21 Nov | Shirebrook | 1 | 1 | 1 | 1 | 1 |

This clearly demonstrates that the limit of one officer has been deployed. The staff cost and time identified during the original review was £9k and 394 hours per annum . This reduction supports the Council's efficiency aims as it has resulted in officer time being made available to fulfil other duties.

Status: Delivered

There is no evidence of questions being submitted prior to the meetings

Status: Delivered?

There is no evidence of officers not supplying responses within 5 days to questions raised during the meeting that they cannot answer.

Status: Delivered

However since the November 2008 meetings there have been occasions when there has been no officer representing a department at the MSRPs. There have also been some occasions when officers were not fully briefed and answers to the questions have not been supplied to the group within the 5 working days.

Actions :

Officers to be reminded that:

Attendance is mandatory
The officer representing the department should be well briefed
Where answers cannot be supplied at the meeting they should be provided to the group within 5 working days

4. That the proposed changes to the MSRP reports is agreed and forwarded to the Executive to approve (recommendation 4)

The group proposed that the following changes are made to the report for the meetings:

- a. Ensure that the information is complete and all reports are submitted on time and issued with the agenda i.e. never issued at the panel

Update

| MSRP | Missing reports |
|-----------------------|--|
| 13/06 Clowne | Street services – IT back office reporting problem |
| 04/07 Bolsover | Street services (verbal) – IT back office reporting problem |
| 14/08 South Normanton | None |
| 08/08 Shirebrook | Street services (verbal) – IT back office reporting problem |
| 12/09 Clowne | Street services – verbal update |
| 03/10 Bolsover | Street services – presented on the day as they were still having IT problems |
| 14/11 South Normanton | None |
| 21/11 Shirebrook | None |

Status: Delivered

- b. The report needs to cover information that provides the members with the details that ensures they are aware of what is happening in their patch. The information at a local level needs to include :

Using Clowne MSRP meeting papers for 12 September as an example:

- **Number of face to face callers at the contact centres**

This information is included. However information is also supplied on the district performance, graphs and CRM requests which PPMG2 scrutinise quarterly.

- **Number of CAN ranger jobs by area**

This information is included. However information is also supplied on the CAN rangers job volumes for the district PPMG4 scrutinise quarterly.

- **Rent arrears by area**

This information is included including the % by area.

- **Housing interviews by area**

This information is included.

- **Voids by area**

This information is included at property level in the ward

Other housing information provided:

At ward level:

- Officer visits – Housing needs and tenancy management
- Partnership working – housing needs
- Enforcement actions
- Homelessness and properties allocated

At District level:

- Services for vulnerable people
- Central control out of hours calls
- Nights in B&B
- People on the waiting list
- Repairs and maintenance
- Decent homes work

(these are scrutinised by PPMG4 quarterly)

- **Street services - number of service requests by area and local information e.g. change in schedules, any service failures (not individual ones)** No information but this will be due to the IT issues that they had during this period.

Status: The group agreed that they wanted to continue seeing the district wide information that is scrutinised by the PPMG groups as they did not get access to it elsewhere. Officers who contribute the information for the report were reminded on 3 February that they needed to continue providing the data.

Any of this information that cannot be supplied by area should indicate in the report that it is at district level.

Update:

Using Clowne MSRP meeting papers for 12 September as an example: The information is at a combination of ward and district level but does not specifically state it in each of the headings.

Status: Officers who contribute to information for the report were reminded on 3 February to indicate, where they have not, in the heading if possible whether the information is at district or ward level.

Ensure that charts and graphs are large enough to read and the reader can distinguish and interpret

Update:

Feedback received (see feedback from member and officers) stated:
Improve – Some graphs and figures in larger print.
Other comments – Bar and pie graphs easier to read.
Would be better if key to graphs was larger.

Status: Officers in Housing who contribute charts and graphs for the report were reminded on 3 February to increase the font size to the corporate standard of 12 Arial

5. Feedback from Members on the changes (Jan 09)

The group agreed that they would gain feedback from the members to enable further clarification to be sought from the comments included in the reviews issued at the end of the MSRP (see recommendation 2). The review forms were issued on 22 January and the provided the following outputs:

Responses received

| |
|-------|
| 17 |
| = 46% |

In your opinion, do you feel satisfied with one officer representing a service area?

| | | |
|----------------------|----|-----|
| Satisfied | 12 | 70% |
| Not satisfied | 4 | 24% |
| No answer | 1 | 6% |

Comments:

As there are 4 reports I feel an officer should present each report. The head of department may not know of communication between the head of service and member

I feel that one officer is sufficient and should come to MSRP updated on information

One officer, well briefed, including areas which are not his/her speciality, can fully represent the area

In most cases but Housing is so large that it would help to have repairs separately represented if possible

Yes the 1 officer should be able to satisfy the group

So long as the person attending has been well briefed by non-attending officers and quickly answer queries to be able to do this members need info prior to the meeting

The officer should have good overall knowledge of the department and service area's operation with up-to-date facts

Satisfied if a replacement officer will be in attendance if the representing officer is unavailable

On occasions some queries cannot always be answered by one officer
Housing needs 1 from repairs and maintenance and 1 from allocations
One officer may not be sufficiently aware of details in response to questions or specific issues e.g. housing, untidy gardens and tenancy concerns

In principle, but some dept/services are split i.e. housing and repairs and maintenance. Is it expected or fair to assume one officer can answer all queries, when repairs and maintenance is controlled from the depot away from Sherwood Lodge Housing section

Do you consider that the one officer who attends should be the Head of Service?

| | | |
|------------|----|-----|
| Yes | 5 | 29% |
| No | 12 | 71% |

Comment:

Not necessarily

We do not mind who it is as long as they can answer the questions asked
The officer who will have the information required

There will be numerous occasions when the head of department does not have knowledge of the specifics i.e. the work of the CAN rangers/tenancy enforcement/ road cleaning

Attendance on a rotation basis would be of benefit to each of the services, so there is always someone to cover for absence

In most cases – but a fully briefed deputy would be acceptable and might have a better view of operational issues

Either/or – whether Head of Service or not the person must be able to represent the area fully – it could be a staff development opportunity to train future Heads of Service??

Not necessarily. It may be possible that other officers from the same department may have more information i.e. repairs and maintenance

The officer should be fully up-to-date and able to answer all questions.

Head of Service would be best but not essential

No, as long as the officer in attendance has the relevant information asked for from the previous meeting, plus any other supporting documentation

Yes were ever possible

Saves waiting for information if needed at that present meeting

Can you envisage a scenario when other officers would or could be invited to the MSRP?

Questions occasionally asked regarding enforcement issues i.e. untidy gardens (environmental or planning) maybe an officer could be invited but any questions would have to be submitted (if possible) beforehand Obviously that may prove necessary if the finer details re eg service or similar were required

When it is relevant that they attend

Yes – if specific issues arise requiring specialist knowledge or more detailed information

Only if and when more than one officer has been involved

Yes – to deal with specific concerns or questions raised (based on matters raised previously in writing e.g. eyes and ears or formal documented and dated complaints or concerns which have not been addressed) or emergency issues as agreed with the chair of MSRP

Yes – if a matter has been un resolved for sometime or if an urgent matter has come up and the Head of Service has been notified prior to the meeting. In that case the Head of Service could invite a specialist officer

No- provided the person is fully briefed it only needs one. Saying that housing is 2 departments because of size or geographical distance is not helpful and could lead to all departments saying it

Maybe a specific issue needs to be addressed (that should have been indicated prior to the meeting) therefore would need another officer to be involved

If there is a major problem with a particular service

On complex technical or operational issues when a much more in-

depth information and detail is required

From a department or operation that does not normally attend e.g. regeneration, if a specific issue arises only for that particular MSRP area

In many cases the authority's services overlap and may therefore involve more than one dept, so there may be occasions to have representation from several service providers. I am sure that when such circumstances occur the Scrutiny and Policy Officer would invite relevant officers to be present at the meeting

Can you think of anything else that might improve the performance of the MSRPs?

The agenda contains reports from each service area therefore an officer must attend to answer questions raised from the report
Currently some depts. are not represented and when this happens more than once or twice, it's very difficult for members to discover what is happening or to contribute views. So the first practical step is for everyone to attend.

Following up the mandatory representation – MSRPs won't work if departments are not represented or not fully briefed (no CAN ranger represented or figures twice so far?)

That a representative always attends the meeting

Make it compulsory for at least one officer from each service to attend
Information before the meeting

Officers should always come to the MSRP with the closest update possible. This is important to members so that they know what is going on in their patch

To enable the right officers to be present. Maybe a brief questionnaire to go out with the agenda to be returned before the meeting

Formal process for members to submit questions for areas of concern prior to the meeting so that officers can provide an update at the meeting

As long as the information is up-to-date

More of a 'we are all playing for the same team' culture and less of a blame culture. We are all seeking to improve quality of services aren't we?

Members reporting items via formal processes and NOT raising specific concerns which have not previously been recorded or reported via the appropriate route

At times members ask specific questions relevant to their own words which may require an answer in the short term

It may be of some advantage for the committee clerk to be able to log such questions/requests in a separate section of the recorded minutes.

This will assist the committee clerk in minuting the request made, it

also provides an audit trail for future reference.

Any other comments

Officers do not always get back with enquiries. Have to chase up or wait for the next meeting
It is important that members and officers work together not just for Clowne area but for Bolsover. We can do this very easily by giving up-to-date information on items like housing, repairs and maintenance, re-lets etc.
On the whole I think that they work well but need a few tweaks to improve understanding by both members and officers
A CAN ranger from own patch would be helpful
Reduction of representation in the Clowne MSRP has not reduced the service except when departments have not been represented or where a representative suggested that they did not have the details
Elected members look to these meetings to keep them aware of developments/problems on their patch. They can also give info using their local knowledge which could help officers improve the service.
The stress should be on the liaison between officers and members working together for the good of the communities
Heads of appropriate departments need to be reminded of the MSRP dates
Still think MSRP are important part of ongoing process for continuous improvement
Works reasonably well
Working together will ensure the MSRPs will be a success
I feel that the MSRP meetings have improved with regard to the information being presented by officers. I am aware that comments made in section 4, issues can be resolved between other officer and member but at times this is not always recorded

Which MSRP do you attend?

| | |
|-----------------|---|
| Bolsover | 4 |
| Clowne | 5 |
| Shirebrook | 5 |
| South Normanton | 5 |

Some members attend more than one panel

The group were disappointed at the low number of responses received despite it being promoted verbally on several occasions.

Conclusion

On the whole the group felt that the changes made to the MSRP have worked and the recommendations have been delivered and provided the Council with an efficiency saving in resources.

Recommendations that;

1) all officers who may be involved in the MSRP be reminded of the requirements agreed including :

- a. The officer attends the meeting should be well briefed to enable them to represent their department.
- b. Attendance is mandatory.
- c. Members can submit issues/questions prior to the meeting.
- d. Officers who are unable to answer members questions raised at the meeting, should target their response within 5 days and supply the response to all the members of the panel.
- e. Information in the report should indicate whether it is at ward or district level.
- f. Charts and graphs in the report should conform to the corporate standard of 12 point Arial.

2) the members satisfaction with MSRP is reviewed in February 2010

3) the review is formally closed

4) the recommendations are forwarded to the Executive for approval

Recommended Item from Scrutiny Committee held on 17th March 2009.

816. POLICY AND PERFORMANCE MANAGEMENT GROUPS

- (1) Progress on Reviews

PPMG3

- (iv) Improving Streets and Villages

The Scrutiny and Policy Officer reported that PPMG3 had looked at Streets and Villages, but found that any issues were being addressed and there was nothing that PPMG3 could influence.

The Chair of PPMG3 thanked the Scrutiny and Policy Officer and Members for their work.

Moved by Councillor H. Ward and seconded by Councillor A. Waring.

RESOLVED that (1) the review be closed.

RECOMMENDED that (2) the report be forwarded to the Executive.

(Head of Democratic Services)

| | | | |
|---------------------------|---------------------------------------|------------------|-------------|
| Committee: | Scrutiny | Agenda Item No.: | 10 (1) (ii) |
| Date: | 17th March 2009 | Category | |
| Subject: | Improving streets and villages review | Status | Open |
| Report by: | PPMG3 | | |
| Other Officers involved: | Scrutiny and Policy Officer | | |
| Director | Chief Executive Officer | | |
| Relevant Portfolio Holder | Environment | | |

RELEVANT CORPORATE AIMS

ENVIRONMENT – Promoting and enhancing a clean and sustainable environment

The review will support the priority to enhance and improve the natural and built environment of the District.

TARGETS

There are no specific targets in the Corporate Plan for this review.

VALUE FOR MONEY

The review has no financial impacts.

THE REPORT

The report for the improving streets and villages review in the District is attached.

ISSUES FOR CONSIDERATION

The contents of the review

IMPLICATIONS

Financial : None
Legal : None
Human Resources :None

RECOMMENDATION(S) that;

1. the review is closed
2. the report is forwarded to the Executive

ATTACHMENT: **Y**
FILE REFERENCE: Improving streets and villages report for scrutiny
 170209 final.doc
SOURCE DOCUMENT:

Improving Streets and Villages
Scrutiny Review

January 2009

By PPMG3

Cllr Bowler
Cllr Cook
Cllr Gray
Cllr Holmes
Cllr Morley
Cllr Phelan
Cllr Ward

My thanks go to all members of PPMG3 for their co-operation on this review especially those who gave up their time to take part in the visit to the areas highlighted by our residents.

My thanks also go to Bernie our Scrutiny Officer for her support during the review.

I feel that we have investigated the issues raised by our residents and the review has given us the opportunity to get out in the district to understand their concerns. Although the outcome did not highlight any issue it was beneficial for the group.

Hazel Ward
Chair of PPMG3

Introduction

The purpose of the review was to identify the issues that residents feel need to be improved in their streets and villages and recommend how they can be improved.

The review covered streets and villages in the District focusing on fly tipping, litter and dog fouling issues.

Reason for the review

The Community and Voluntary Partners (CVP) conducted a survey with 1438 residents of the District in September 2007. The results of the survey highlighted that 54% of people interviewed said that their high street or village centres could be improved

The group also looked at the issues highlighted by the residents at the Community forums held between October 2007 and January 2008.

The issues were:

- Improving parks and open spaces (x4)
- Making good derelict property (shops, houses, whatever) (x3)
- Fly tipping /Litter (x22)

There was some evidence in the complaints received by the Council from April 2007 and December 2007.

They were:

- Weeds/tree roots on footpath (x3)
- State of garage sites
- Parking (x2)
- Litter/dog fouling
- Lack of litter bins

The group felt that there was enough evidence to support the fact that this may be a concern for the residents and justify the review.

The review

The group considered how they could involve the community in the review and felt that they could contact individuals who have complained in the last 12 months on these issues to provide input to the group.

The group considered the evidence which surprisingly did not support parking being a key issue for the majority of the residents. They agreed to concentrate on litter, fly tipping and dog fouling. The group visited the top three areas that had indicated the greatest issue with the appearance of their street/village from the CVP survey (Appendix A) and speak to the community. These were Langwith and Whaley Thorns, Shirebrook and Clowne.

The group wanted to ensure that they were not duplicating the estate audits, however, it was confirmed that they are based on Council estates and

therefore do not cover high streets and village centres. The group considered the list of estates that are covered by the District. It was confirmed that the audits are on hold until the policy is agreed and not expected to resume before the autumn.

The group identified many issues in Shirebrook but they found no issues in the other areas. The findings are detailed in Appendix B. The group were made aware of the clean up operation planned in Shirebrook on 28 October with the probation service as part of the Shirebrook Masterplan. The operation was funded by LEGI and further clean ups were planned for October, January and February.

Funding was also being sought to enable a similar exercise to take place in New Houghton. This will also involve working with the National Trust who work with the local schools in delivering sessions on the environment and recycling

The group had considered a site visit to Tibshelf however they did not feel that it would benefit the review or change the outcome.

Conclusion

The group discussed the findings of the review and felt that there were no significant issues in the areas highlighted and visited that were not being addressed.

Recommendation(s)

- 1) the review is closed.**
- 2) the report is forwarded to the Executive.**

CVP local voices report September 2007**Are you happy with the appearance of your high street or village centre?**

| Area | Total responses | Satisfied | | Could be | | Not satisfied | | Comments/issues stated |
|--------------------------|-----------------|-----------|-------|----------|-------|---------------|-------|---|
| | | Volume | % | Volume | % | Volume | % | |
| Langwith & Whaley thorns | 54 | 12 | 22.22 | 24 | 44.44 | 18 | 33.33 | Illegal motorbikes in the village. Lack of facilities for the young |
| Shirebrook | 139 | 22 | 15.82 | 74 | 53.23 | 43 | 30.93 | Derelict and poorly maintained housing encouraging vandalism. |
| Clowne | 62 | 10 | 16.12 | 33 | 53.22 | 19 | 30.64 | More cycle paths and safe walking. Some footpaths are overgrown and neglected. |
| Tibshelf | 42 | 9 | 21.42 | 21 | 50.00 | 12 | 28.57 | More activities for young people |
| Castle estates | 30 | 8 | 26.66 | 15 | 50.00 | 7 | 23.33 | |
| Carr Vale & New Bolsover | 61 | 6 | 9.83 | 41 | 67.21 | 14 | 22.95 | |
| South Normanton | 114 | 25 | 21.92 | 64 | 56.14 | 25 | 21.92 | Reopen and improve play area. Improve shops and boarded up houses. |
| Hilcote | 28 | 9 | 32.14 | 13 | 46.42 | 6 | 21.42 | |
| Whitwell | 69 | 20 | 28.98 | 36 | 52.17 | 13 | 18.84 | Safety, noise and pollution from large lorries. Noise from people leaving pubs at weekends. Recreation ground needs improving. Need more litter picks |
| New Houghton | 67 | 30 | 44.77 | 25 | 37.31 | 12 | 17.91 | |
| Hillstown | 64 | 13 | 20.31 | 40 | 62.50 | 11 | 17.18 | Dog fouling. Lack of youth facilities. |
| Bramley Vale & Doe Lea | 18 | 7 | 38.88 | 8 | 44.44 | 3 | 16.66 | Lack of play facilities |

| Area | Total responses | Satisfied | | Could be | | Not satisfied | | Comments/issues stated |
|----------------------|-----------------|------------|--------------|------------|--------------|---------------|--------------|--|
| | | Volume | % | Volume | % | Volume | % | |
| Westhouses | 37 | 10 | 27.02 | 21 | 56.75 | 6 | 16.21 | Speeding traffic. Provision for young children in the park. |
| Hodthorpe | 45 | 12 | 26.66 | 27 | 60.00 | 6 | 13.33 | Dog fouling. Lack of children and youth facilities. |
| Bolsover central | 64 | 10 | 16.39 | 46 | 71.87 | 8 | 12.50 | Better public toilets |
| Shuttlewood Stanfree | 10 | 1 | 10.00 | 8 | 80.00 | 1 | 10.00 | Fly tipping. Road calming measure required. Young people hanging around bus shelter |
| Pinxton Broadmeadows | 41 | 7 | 17.07 | 30 | 73.17 | 4 | 9.75 | Improve waste ground and children's play areas. Need a skate park. Need noise reduction scheme on A38. |
| Newton | 67 | 29 | 43.28 | 32 | 47.76 | 6 | 8.95 | Dog fouling. Speeding traffic. |
| Glapwell Rowthorne | 49 | 20 | 40.81 | 25 | 51.02 | 4 | 8.16 | Dog fouling. Lack of youth facilities. |
| Elmton & Creswell | 110 | 33 | 30.00 | 69 | 62.72 | 8 | 7.27 | Dog fouling. Improve high street and children's equipment |
| Blackwell | 29 | 12 | 41.37 | 15 | 51.72 | 2 | 6.89 | |
| Pleasley | 34 | 18 | 52.94 | 15 | 44.11 | 1 | 2.94 | Dog fouling. |
| Barlborough | 49 | 34 | 69.38 | 14 | 28.57 | 1 | 2.94 | Industrial development has reduced walks and there is a lack of play areas |
| Total | 1283 | 357 | 27.82 | 696 | 54.24 | 230 | 17.92 | |

Site Visit feedback by PPMG3

| | |
|---|---|
| Councillors attending: | Cllr Bowler, Holmes and Ward |
| Officer attending: | Bernadette O'Donnell |
| Other attendees: | n/a |
| Date : | 16/10/08 |
| Area: | <u>Shirebrook</u> |
| Known issues | Derelict and poorly maintained housing encouraging vandalism (from CVP survey) Clean up operation happening on 28 th Oct being co-ordinated by Julie Lewis (Cllr Murray-Carr 15/10) |
| Area inspected: | |
| <ol style="list-style-type: none"> 1. Market Place 2. Rear of Patchwork Row 3. Pear Tree Estate / Park Road 4. Model / Rainbow Park | |
| Issues identified: | |
| <ol style="list-style-type: none"> 1. Market Place - no major concerns apart from The Drum being derelict 2. Rear of Patchwork Row - generally good <ul style="list-style-type: none"> Broken glass in the alley from the Market Square at the side of the Nat West bank At the next alley behind 'Framing Difference' shop (64a Victoria St/King Edward St?) a large amount of litter under the stairs to the flat and blue box overflowing preventing the door opening fully. This is a fire hazard and could be an environmental health issue. This may be included in the planned 'clean up' There was litter behind AMS There was illegal parking i.e. on double yellow lines There was graffiti on the wall of a property 3. Pear Tree Estate – estate very good 4. Park Road – very good 5. Model / Rainbow Park <ul style="list-style-type: none"> Waste land – grass needs cutting Garages in disrepair – are the safe? Can they be removed? Gardens need tidying Remove bushes at the edge of the park (not the trees) where the gangs hang out. 6. The Vic - can recommend the tea and biscuits | |

| | |
|--|---|
| Councillors attending: | Cllr Bowler, Holmes and Ward |
| Officer attending: | Bernadette O'Donnell |
| Other attendees: | n/a |
| Date : | 16/10/08 |
| Area: | <u>Langwith and Whaley Thorns</u> |
| Known issues | Illegal motorbikes in the village. Lack of facilities for the young (from CVP survey) |
| Area inspected: Pitt Hill and Whaley Thorns | |
| Issues identified: None – generally clean and tidy | |

| | |
|--|---|
| Councillors attending: | Cllr Bowler, Holmes and Ward |
| Officer attending: | Bernadette O'Donnell |
| Other attendees: | n/a |
| Date : | 16/10/08 |
| Area: | <u>Clowne</u> |
| Known issues | More cycle paths and safe walking. Some footpaths are overgrown and neglected (from CVP survey) |
| Area inspected: Town centre, High Street and main thoroughfare | |
| Issues identified: None – generally clean and tidy | |

| | | | |
|---------------------------|--|------------------|------|
| Committee: | Executive | Agenda Item No.: | 9 |
| Date: | 11 th May 2009 | Status | Open |
| Category | 3. Part of the Budget and Policy Framework | | |
| Subject: | Arrears – Irrecoverable Items over £1,000 | | |
| Report by: | Head of Revenue Services | | |
| Other Officers Involved | | | |
| Director | Director of Resources | | |
| Relevant Portfolio Holder | Social Inclusion | | |

RELEVANT CORPORATE AIMS

STRATEGIC ORGANISATIONAL DEVELOPMENT – Continually improving our organisation.

To maintain sound Financial Management and continue to seek efficiency savings. As part of sound financial management it is necessary to recognise and deal with money owed where no further effective steps can be taken for recovery. This also goes to providing efficient Council services.

TARGETS

Does not apply to this report.

VALUE FOR MONEY

Ensuring that the limited resources are concentrated on recovery of debt that is collectable. Under current Council guidance, it has been considered not cost-effective to spend more money on outside agencies to take further action.

THE REPORT

IRRECOVERABLE ITEMS

Executive is requested to approve the write off of the under-mentioned irrecoverable items including costs amounting to £18,657.60 as itemised on the attached schedules.

| Bankruptcy/ Liquidation | | |
|--------------------------------|-----------------|-------------------|
| No of Accounts | Type of Account | |
| 4 | Business Rates | £14,524.33 |
| 1 | Council Tax | £4,133.27 |
| | Total | £18,657.60 |

ISSUES/OPTIONS FOR CONSIDERATION

Writing off the outstanding debts in respect of persons bankrupt or Companies in liquidation.

IMPLICATIONS

Financial: None
 Legal: None
 Human Resources: None

RECOMMENDATION

That approval is given to write off the irrecoverable items including costs amounting to £18,657.60 with the proviso that should any of the debts become collectable the amounts be re-debited.

REASON FOR DECISION TO BE GIVEN IN ACCORDANCE WITH THE CONSTITUTION

In order that outstanding debts can be written off.

ATTACHMENTS: Y

SOURCE DOCUMENT: Official Receiver/ Internal records.

BUSINESS RATES: ACCOUNTS FOR WRITE OFF - LIQUIDATION/ BANKRUPTCY

| <u>Account Reference</u> | <u>Lead Liable Name</u> | <u>Address</u> | <u>Account Balance</u> | <u>Liable From</u> | <u>Liable To</u> | <u>Bill Balance</u> |
|--------------------------|-------------------------|---|------------------------|--------------------------|--------------------------|--------------------------|
| 1 800047508 | MR ROBERT ALAN WHOLEY | 3 TOWN END BOLSOVER | £ 1,371.69 | 01/04/2005 01/04/2006 | 01/04/2006 01/11/2006 | £ 572.00 £ 799.69 |
| 2 800045893 | MR ROBERT ALAN WHOLEY | 16 MARKET PLACE SHIREBROOK | £ 2,041.55 | 01/04/2006 | 01/04/2007 | £ 2,041.55 |
| 3 800139506 | OUTDOOR SCENE (RETAIL) | UNIT 55 MCARTHUR GLEN RETAIL PARK SOUTH NORMANTON | £ 3,535.37 | 01/04/2008 | 09/02/2009 | £ 3,535.37 |
| 4 800140836 | DAISY CHAIN INNS LTD | THE WHITE LION 128 MARKET STREET SOUTH NORMANTON | £ 7,575.72 | 19/12/2007 01/04/2008 | 01/04/2008 02/12/2008 | £ 2,226.33 £ 5,349.39 |
| | | | £ 14,524.33 | | | |

COUNCIL TAX: AMOUNTS FOR WRITE OFF - BANKRUPTCY/ LIQUIDATION

| <u>Account Reference</u> | <u>Lead Liable Name</u> | <u>Address</u> | <u>Account Balance</u> | <u>Liable From</u> | <u>Liable To</u> | <u>Bill Balance</u> |
|--------------------------|-------------------------|--|------------------------|--------------------|------------------|---------------------|
| 1 900681040 | LOWE, MR KEVIN J | 11 BRUNNER AVENUE SHIREBROOK MANSFIELD NG20 8RP | £ 4,133.27 | 01/04/2002 | 01/04/2003 | £ 98.25 |
| | | | | 01/04/2003 | 01/04/2004 | £ 533.78 |
| | | | | 01/04/2004 | 01/04/2005 | £ 686.98 |
| | | | | 01/04/2005 | 01/04/2006 | £ 677.21 |
| | | | | 01/04/2006 | 01/04/2007 | £ 719.46 |
| | | | | 01/04/2007 | 01/04/2008 | £ 629.06 |
| | | | | 01/04/2008 | 01/04/2009 | £ 788.53 |
| | | | <u>£ 4,133.27</u> | | | |

| | | | |
|---------------------------|---|------------------|------|
| Committee: | Executive | Agenda Item No.: | 10. |
| Date: | 11 th May 2009 | Status | Open |
| Category | 3. Part of the Budget and Policy Framework | | |
| Subject: | Compliments, Comments, Complaints and Freedom of Information Requests | | |
| Report by: | Customer Service and Access Officer | | |
| Other Officers Involved | | | |
| Director | Chief Executive Officer | | |
| Relevant Portfolio Holder | Customer services | | |

RELEVANT CORPORATE AIMS

CUSTOMER FOCUSED SERVICES – Providing excellent customer focused services

STRATEGIC ORGANISATIONAL DEVELOPMENT – Continually improving our organisation.

The effective management of complaints and customer requests is central to good customer service. It also provides a good source of information which the Council can use to improve services.

TARGETS

Local performance indicators for handling written complaints and Ombudsman complaints.

VALUE FOR MONEY

A centralised complaints and freedom of information requests service maximises the use of staffing resources as well as the provision of management information.

THE REPORT

To provide information on the number of compliments, comments, complaints and freedom of information requests for the period 1st January 2009 to 31st March 2009 together with a summary for 2008/09.

Compliments

Table A shows the number of written compliments received for the period 01/01/09 to 31/03/09. In total 24 written compliments were received with the

majority appreciating the help and assistance provided by council employees. The resolution of problems is also much appreciated by customers.

Comments

Table B shows the number of written comments received for the period. All 8 comments were responded to within the customer service standard of 20 working days (Unable to provide a response to the anonymous comment but it was investigated within standard). On average it took 13 working days to provide a written response.

Table C shows the above information by department.

Regarding any trends, there were 2 requests for an earlier start to the green bin collection service and 2 requests concerning the level of council tax.

Complaints

Stage one

Stage one complaints refer to expressions of dissatisfaction made verbally by customers. The table below provides a breakdown of stage one complaints handled by the Contact Centres by service area and volume for the period 01/01/09 to 31/03/09:

| Stage One Complaints | | | | | |
|--|----------------------------|---------------------------|----------------------------|---------------------------|--------------|
| Service Area | 01/04/08 - 30/06/08 | 01/07/08- 30/09/08 | 01/10/08 - 31/12/08 | 01/01/09- 31/03/09 | Total |
| Complaints regarding housing repairs e.g. out of time, quality | 35 | 27 | 31 | 28 | 121 |
| Complaints regarding refuse, grounds maintenance, cleansing services e.g. not returning bin to collection point, missed green bin collection | 111 | 80 | 44 | 40 | 275 |
| Missed clinical waste collection | 54 | 35 | 28 | 38 | 155 |
| Missed domestic bin collection | 478 | 329 | 212 | 161 | 1180 |
| Missed blue box collection | 177 | 201 | 148 | 126 | 652 |
| Bin not fully emptied | 5 | 6 | 4 | 9 | 24 |
| Total | 860 | 678 | 467 | 402 | 2407 |

For the same period Contact Centres handled 12,434 requests for service in total.

Stage two

Table D shows the number of stage two or written complaints received for the period by date order. During this period 43 stage two complaints were received, of which 40 or 93% were responded to (or where open and within timescale as of 21/04/09) and 3 or 7% took longer than the standard to respond to.

Table E shows the above information by department.

There were no distinct complaint trends for this period.

Stage three

Table F shows the number of stage three complaints received for the period by date order. These are complainants who have already made a stage two complaint and still feel dissatisfied. During this period 3 stage three complaints were received and responded to within standard.

Ombudsman

Table G shows the status of Ombudsman complaints for 2008/09 as of 21st April 2009. During this period three complaints have been received with the Ombudsman not requiring us to investigate. Of these two have been determined as 'Ombudsman's Discretion not to pursue' and one has been recorded as 'Outside Jurisdiction'. Another decision has been received on 8th April 2009 recording a decision of 'Ombudsman's discretion not to pursue'. We have no outstanding decisions in relation to complaints received during 2008/09.

A separate report covering the Annual Letter from the Local Government Ombudsman will be brought for information when received.

Freedom of Information (FOI)

Table H shows the number of requests for 'freedom of information' for the period 01/01/09 to 31/03/09 by date order. During this period 80 requests were received, of which 79 or 99% were responded to (or where open and within timescale as of 21/04/09) and 1 or 1% took longer than the standard (20 working days) to respond to.

Table I shows the above information by department.

There were no distinct trends for this period.

Performance

A target of 90% had been set for responding to stage two complaints within 20 working days for 2008/09. For this period 93% was achieved, bringing the overall performance in above target at 91%.

Summary for 2008/09

The following tables provide a summary of performance for compliments, comments, complaints and freedom of information requests for 2008/09.

Volume and Performance

| By Type | Quarter 1 | Quarter 2 | Quarter 3 | Quarter 4 | 2008/09 Total | 2007/08 Total |
|---|------------------|------------------|------------------|------------------|--------------------------|--------------------------|
| Compliments | 27 | 25 | 29 | 24 | 105 | 167 |
| Comments | 12 | 11 | 9 | 8 | 40 | 65 |
| Stage 2 Complaints | 38 | 26 | 18 | 43 | 125 | 122 |
| Stage 3 Complaints | 4 | 7 | 4 | 3 | 18 | 21 |
| Total | 81 | 69 | 60 | 78 | 288 | 375 |
| Stage 1 Complaints | 860 | 678 | 467 | 402 | 2407 | 2766 |
| By Type | Quarter 1 | Quarter 2 | Quarter 3 | Quarter 4 | 2008/09 | 2007/08 |
| % Comments responded to within standard | 92 | 91 | 100 | 100 | 96 | 93 |
| % Stage 2 responded to within standard | 82 | 100 | 89 | 93 | 91 | 89 |
| % Stage 3 responded to within standard | 75 | 86 | 100 | 100 | 90 | 78 |
| FOI – no. of requests | 38 | 61 | 51 | 80 | 230 | 147 |
| % Requests responded to within standard | 97 | 98 | 96 | 99 | 98 | 92 |

When comparing 2008/09 to the previous year of 2007/08, the following is noted:

Received similar volumes of stage two and stage three complaints.
 Received fewer written comments (-38%), written compliments (-37%) and stage one complaints (-13%).
 Received more FOI requests, an increase of 83 or 56%.
 Responded to more customer requests within standard - written comments (+3%), stage two complaints (+2%), stage three complaints (+12%) and FOI requests (+6%).

Information on customer satisfaction for 2008/09 will be included on the next quarterly report.

ISSUES/OPTIONS FOR CONSIDERATION

None

IMPLICATIONS

Financial: None

Legal: None

Human Resources: None

RECOMMENDATION

That the report be received

REASON FOR DECISION TO BE GIVEN IN ACCORDANCE WITH THE CONSTITUTION

To keep Members informed of volumes and trends regarding compliments, comments, complaints and freedom of information requests.

ATTACHMENTS: **Y**

Table A: Compliments summary for the period 01/01/09– 31/03/09

Table B: Comments summary for the period 01/01/09 – 31/03/09

Table C: Comments summary by department 2008/09

Table D: Stage two complaints summary for the period 01/01/09 – 31/03/09

Table E: Stage two complaints summary by department 2008/09

Table F: Stage three complaints summary for the period 01/01/09 – 31/03/09

Table G: Ombudsman complaints summary for 2008/09

Table H: Freedom of information summary for the period 01/01/09 – 31/03/09

Table I: Freedom of information summary by department 2008/09

FILE REFERENCE: - N/A

SOURCE DOCUMENT: - N/A

Table A - COMPLIMENTS SUMMARY 01/01/09 – 31/03/09

| Date Received | Area | Summary of Compliment | Departments Involved |
|---------------|-----------------|---|--|
| 05/01/09 | Mansfield | Compliment regarding a well organised Shirebrook Market | Environmental Health Community Services |
| 05/01/09 | Goole | Grateful for the information sent to them relating to a Freedom of Information Request | Environmental Health CSPD |
| 06/01/09 | Killamarsh | Clean and tidy streets in the District | Street Services |
| 08/01/09 | Shirebrook | A very good Bulky Waste Service | Street Services |
| 08/01/09 | Mansfield | Positive and well mannered attitude of the Welfare Team for fitting a handrail | Housing |
| 08/01/09 | Hilcote | The customer was grateful and pleased with the way the Contact Centre Staff had sorted a benefit enquiry | Contact Centre |
| 08/01/09 | North Yorkshire | The customer was grateful for the quick response in relation to someone visiting a member of the family and offering assistance | Community Services |
| 12/01/09 | Alfreton | The customer was pleased with the excellent service provided when attending to repairs to their property | Contact Centre Housing |
| 27/01/09 | Pleasley | Wanting to thank officers with regards to their politeness, helpfulness, their pleasant manner and their quick response in dealing with a problem | Environmental Health Contact Centre |
| 03/02/09 | Not known | Wanting to thank our officers with regards to the help given when customer experienced a car accident | Street Services |
| 05/02/09 | Whitwell | Thankful for the letter received about a Health and Safety Inspection | Environmental Health |
| 13/02/09 | South Normanton | Wanted to express recognition for the 'Animal Magic' project | Leisure |
| 17/02/09 | Bolsover | Grateful and pleased with the way staff had handled their request | Housing |
| 18/02/09 | Bolsover | Grateful and pleased with the professionalism and courtesy when assisting with a problem | Contact Centre |

Table A - COMPLIMENTS SUMMARY 01/01/09 – 31/03/09

| Date Received | Area | Summary of Compliment | Departments Involved |
|---------------|-----------------|---|---------------------------|
| 03/03/09 | New Houghton | Wanting to thank our officers with regards to their politeness, helpfulness, their pleasant manner and their quick response in dealing with a blocked drain | Housing |
| 04/03/09 | Whitwell | Wanting to thank our officers with regards to excellent service when dealing with a blocked drain | Regeneration |
| 10/03/09 | Bolsover | Wanting to thank our officers with regards to excellent service when dealing with benefits applications | Contact Centre |
| 13/03/09 | Bristol | Very pleased with design work for a poster (reprographics) | CSPD |
| 16/03/09 | South Normanton | Very pleased with the operatives - made no mess and was very courteous Very pleased with prompt toilet repair | Housing |
| 16/03/09 | Nottingham | Happy with extra effort made to locate details of a business supplier | Regeneration |
| 16/03/09 | London | Thank you from Police Productivity Unit regarding recent visit and meeting partners | Community Services |
| 17/03/09 | Chesterfield | Thanks for efforts with partnership working (Derbyshire County PCT) | Environmental Health |
| 23/03/09 | Clowne | Very pleased with the aquafit at Creswell Leisure Centre - staff are excellent | Leisure |
| 30/03/09 | Shirebrook | Happy with the service provided when needing plumbing work to bathroom | Housing Contact Centre |

Table B – Comments Summary 01/01/09 – 31/03/09

| Date Received | Area | Summary of Comment | Departments Involved | Date Response Sent | No of work days | Summary of Response |
|----------------------|-----------------------|---|---|---------------------------|--------------------------------------|--|
| 02/01/09 | Creswell | Suggestion regarding the clinical waste collection and a solution that will prevent the bags from being tampered with by animals when leaving them out for collection overnight | Street Services | 09/01/09 | 5 | It was arranged for the refuse operative to knock at the door when calling to collect clinical waste |
| 19/02/09 | Shirebrook | Unhappy about the state of grass verges near property due to council vehicles using them | Street Services | 10/03/09 | 13 | Assured that our contractors will be reminded about parking on grass verges and asked for further details regarding contractor details |
| 04/03/09 | Not Known (Anonymous) | Would like something for children to do in the area and would like the area to be cleaned up (Pinxton) | Community Services Street Services Environmental Health | No address | N/A - unable to respond as anonymous | Relevant departments have checked the area and tackled any hotspots re dog fouling, litter, broken glass etc. |
| 16/03/09 | Blackwell | Unhappy with level of council tax increase and services received | Finance Street Services Community Services | 09/04/09 | 18 | Explanations as to why council tax has increased |
| 16/03/09 | Newton | Disappointed that the green waste service does not start until April | Street Services | 07/04/09 | 16 | Explanation as to why the green bin service will not start until April due to past year's usage and |

Table B – Comments Summary 01/01/09 – 31/03/09

| Date Received | Area | Summary of Comment | Departments Involved | Date Response Sent | No of work days | Summary of Response |
|----------------------|-------------|--|-----------------------------|---------------------------|------------------------|---|
| | | | | | | resources |
| 16/03/09 | Scarcliffe | Unhappy with level of council tax increase and services received | Finance Street Services | 09/04/09 | 18 | Explanations as to why council tax has increased and informed of Parish details |
| 16/03/09 | Whitwell | Dissatisfied with the amount of litter in the grass verges and hedgerows | Street Services | 07/04/09 | 16 | Informed that the area had been investigated and what action was taking place regarding clean ups |
| 26/03/09 | Alfreton | Disappointed that the green waste service does not start until April | Street Services | 07/04/09 | 8 | Explanation as to why the green bin service will not start until April due to past year's and resources |

Table C: Comments Summary by Department 2008/09
Department/Section

| | 01/04/08 – 30/06/08 | | | 01/07/08 – 30/09/08 | | | 01/10/08 – 31/12/08 | | |
|--------------------------------|---------------------|--------------------------|------------------------------|---------------------|--------------------------|------------------------------|---------------------|--------------------------|------------------------------|
| Department/Section | No. of Comments | No. Responded to in time | No. responded to out of time | No. of Comments | No. Responded to in time | No. responded to out of time | No. of Comments | No. Responded to in time | No. responded to out of time |
| Contact Centres | 1 | 1 | | | | | 1 | 1 | |
| Customer Service & Performance | | | | 1 | 1 | | 1 | 1 | |
| Community Services | | | | 1 | 1 | | 1 | 1 | |
| Environmental Health | 1 | 1 | | | | | 1 | 1 | |
| Street Services | 5 | 4 | 1 | 2 | 2 | | 2 | 2 | |
| Housing | 2 | 2 | | 3 | 2 | 1 | | | |
| Legal | | | | | | | 1 | 1 | |
| Leisure | | | | | | | 3 | 3 | |
| Planning | 1 | 1 | | 1 | 1 | | 1 | 1 | |
| Regeneration | 1 | 1 | | 3 | 3 | | 3 | 3 | |
| Revenues | 3 | 3 | | 2 | 2 | | | | |
| Totals | 14 | 13 | 1 | 13 | 12 | 1 | 14 | 14 | |

Table C: Comments Summary by Department 2008/09

| Department/Section | 01/01/09 – 31/03/09 | | | 2008/2009 Summary | | |
|--------------------------------|---------------------|--------------------------|------------------------------|-------------------|--------------------------|------------------------------|
| | No. of Comments | No. Responded to in time | No. responded to out of time | No. of Comments | No. Responded to in time | No. responded to out of time |
| Contact Centres | | | | 2 | 2 | |
| Customer Service & Performance | | | | 2 | 2 | |
| Community Services | 2 | 2 | | 4 | 4 | |
| Environmental Health | 1 | 1 | | 3 | 3 | |
| Street Services | 8 | 8 | | 17 | 16 | 1 |
| Finance | 2 | 2 | | 2 | 2 | |
| Housing | | | | 5 | 4 | 1 |
| Legal | | | | 1 | 1 | |
| Leisure | | | | 3 | 3 | |
| Planning | | | | 3 | 3 | |
| Regeneration | | | | 7 | 7 | |
| Revenues | | | | 5 | 5 | |
| Totals | 13 | 13 | | 54 | 52 | 2 |

Table D - Summary of Stage Two Complaints 01/01/09 – 31/03/09

| Date Received | Area | Summary of Complaint | Departments Involved | Date Response Sent | No of work days | Remedy |
|----------------------|-----------------|---|-----------------------------|---------------------------|------------------------|---|
| 02/01/09 | Pinxton | The complainant is not happy with the service they received when making a visit to a Contact Centre | Contact Centres | 23/01/09 | 15 | Apologised for any upset caused by the cashier |
| 02/01/09 | Bolsover | The complaint is regarding the bins not being left at the correct houses and causing an obstruction to path users | Street Services | 23/01/09 | 15 | Apology given and assured that the crew are asked to return bins to the collection point. Also that this area will be monitored by a supervisor in the future |
| 07/01/09 | South Normanton | The complaint is regarding breaches of planning regulations i.e., the erection of gates and fences | Planning | 23/01/09 | 12 | Explanation of the need for planning breaches to be notified in writing with sufficient detail to enable an investigation. Link to website for form |
| 09/01/09 | Shirebrook | The complainant is displeased with the lack of response to their letters they have sent to the Council regarding trying to improve their quality of life within their community | Regeneration | 04/02/09 | 18 | Apology given for lack of response initially and assured that letter has been sent with full comments on the land of interest |
| 13/01/09 | Bolsover | The complainant feels ignored by the Council as a problem they have with their drains has never been resolved | Housing | 04/02/09 | 17 | Informed that no water damage was found and that the Council could not justify replacing the guttering |

Table D - Summary of Stage Two Complaints 01/01/09 – 31/03/09

| Date Received | Area | Summary of Complaint | Departments Involved | Date Response Sent | No of work days | Remedy |
|----------------------|-----------------|---|-----------------------------|---------------------------|------------------------|---|
| 16/01/09 | Clowne | The complainant's mother has received letters from the Council Tax Department by error, which has caused ill health | Revenues | 06/02/09 | 15 | Received an explanation as to why the letters were accidentally sent and an apology |
| 23/01/09 | Westhouses | Unhappy with the Planning Department regarding neighbour's redevelopment of house | Planning | 17/02/09 | 17 | Received an explanation regarding the redevelopment of a neighbour's house. Informed of Building Control details |
| 28/01/09 | South Normanton | Council vehicles damaging the grass verge | Housing | 23/02/09 | 18 | Explained that without more specific details, we could not pinpoint the contractor. Offered reassurance that Council do their best to monitor any contractors acting on behalf of the Council |
| 29/01/09 | Worksop | Unhappy about the handling of rent payments of a garage | Housing | 23/02/09 | 17 | Received an explanation as to why the rent account letters were sent and an apology given for any inconvenience |
| 30/01/09 | Worksop | Unhappy with the ill fitting french doors in the living room | Housing | 19/02/09 | 14 | Explained that a new rear door will be fitted but a second inspection of patio doors was needed. An apology given for the |

Table D - Summary of Stage Two Complaints 01/01/09 – 31/03/09

| Date Received | Area | Summary of Complaint | Departments Involved | Date Response Sent | No of work days | Remedy |
|---------------|-----------|---|----------------------|--------------------|-----------------|---|
| | | | | | | inconvenience |
| 03/02/2009 | Mansfield | Experienced problems with overpaid rent and right to buy issues | Housing Legal | 11/03/09 | 26 | Received an explanation with regards to rent payments and why account was not cleared. An apology was given and assurance that procedures will change as a result |
| 03/02/2009 | Clowne | Feels that Council failed to adequately secure flat | Housing | 24/02/09 | 16 | A full explanation was given and contact details of Police Authority given for further contact |
| 04/02/09 | Alfreton | Unhappy about damage caused to grass verge by Council vehicle | Street Services | 25/02/09 | 16 | Explanation provided regarding the refuse lorries running over grass verge and assured that arrangements have been made to monitor this area when refuse is collected |

Table D - Summary of Stage Two Complaints 01/01/09 – 31/03/09

| Date Received | Area | Summary of Complaint | Departments Involved | Date Response Sent | No of work days | Remedy |
|----------------------|-------------|---|-----------------------------|--|------------------------|---|
| 09/02/09 | Mansfield | Regarding a delay in having work done to bath panel, loft and cavity wall insulation and heating system | Housing | 12/03/09 (Holding letter sent 5/03/09) | 23 | Explanation that Eaga would be contacting them about loft insulation, informed that the bath panel would be fixed on 19/04/09 and the heating system was found to be in good working order |
| 12/02/09 | Alfreton | Regarding a replacement front door and attitude of Co-ordinator | Housing | 25/03/09 (Holding letter sent 05/03/09) | 29 | Explained that the condition of the door has been reviewed and not materially different from last time, therefore not to be replaced. Difficult to reconcile differing versions of events, however, an apology offered for any upset caused |
| 12/02/09 | Shuttlewood | Feels stair way to the flat are unsafe | Housing | 05/03/09 | 15 | Advised that Housing have asked for a technical solution to be drawn and costed |
| 13/02/09 | Whitwell | Complaint regarding damage caused to road entrance from refuse lorries | Street Services | 12/03/09 | 19 | Assured that arrangements have now been made for the driver to service this area from a different direction and an |

Table D - Summary of Stage Two Complaints 01/01/09 – 31/03/09

| Date Received | Area | Summary of Complaint | Departments Involved | Date Response Sent | No of work days | Remedy |
|---------------|--------------|--|----------------------|--------------------|-----------------|---|
| | | | | | | apology given |
| 13/02/09 | Glapwell | Feels the Council are ignoring problem experienced regarding the heating not working | Housing | 12/03/09 | 19 | Informed that heating was fixed and are awaiting a new boiler to fit with a target date of August 2009 |
| 16/02/09 | Worksop | Regarding replacement cupboards in the kitchen | Housing | 12/03/09 | 17 | Informed condition of kitchen assessed to have useful life of two years when it would be assessed again |
| 16/02/09 | Bramley Vale | Stress caused regarding repairs to the chimney | Housing | 12/03/09 | 17 | Explained that chimney was swept after fire and not appropriate to compensate |
| 17/02/09 | Alfreton | Dissatisfaction with the way the refuse is collected | Street Services | 12/03/09 | 16 | Explained that future collections will be monitored to ensure waste not transferred into other bins and operatives reminded of customer service standards |
| 18/02/09 | Tapton | Dissatisfied with the delay in resolving an issue with neighbour putting wheelie bin on shared | Housing | 05/03/09 | 11 | Confirmed that Housing Needs Manager visited on 23/02/09 and now needs |

Table D - Summary of Stage Two Complaints 01/01/09 – 31/03/09

| Date Received | Area | Summary of Complaint | Departments Involved | Date Response Sent | No of work days | Remedy |
|---------------|-----------------|--|----------------------|--------------------|-----------------|--|
| | | access land | | | | to undertake some follow-up investigations |
| 24/02/09 | South Normanton | Further information regarding the complaint about Contractor vehicle damaging the grass verge | Housing | 20/03/09 | 18 | Confirmed damage caused by a contractor, apology and thanks for offer of repair |
| 25/02/09 | Whitwell | Unhappy about neighbour's blocked drain and litter strewn garden | Housing | 20/03/09 | 17 | Advised drain problem now addressed by Severn Trent and the Council. Tenant to remove rubbish. Enforcement action being taken by the Council |
| 27/02/09 | Bolsover | Feel let down by the way the housing application has been dealt with regards to the current situation the family is in | Housing | 20/03/09 | 15 | Explained well placed on list for bungalows and flats due to medical points. However, these points can not be used for a house |
| 27/02/09 | Whitwell | Feels victimised by the way Benefit claims were handled | Revenues | 25/03/09 | 18 | Explained the need to assess entitlement at the interview and the outcome |
| 02/03/09 | Alfreton | Complaint regarding an abandoned vehicle which has been brought to our attention before and the vehicle is still there | Environmental Health | 24/03/09 | 16 | Explained procedure followed correctly regarding abandoned vehicle and customer notified at the time |

Table D - Summary of Stage Two Complaints 01/01/09 – 31/03/09

| Date Received | Area | Summary of Complaint | Departments Involved | Date Response Sent | No of work days | Remedy |
|----------------------|-------------|--|--------------------------------|---------------------------|------------------------|--|
| 04/03/09 | Worksop | Regarding an accident in Creswell Leisure Centre changing rooms | Leisure | 31/03/09 | 19 | Apology regarding experience and explanation with regards to the cleaning up after sessions |
| 05/03/09 | Bolsover | Feels that staff discriminated against customer with disabilities whilst trying to swim | Leisure CSPD- Equalities | 01/04/09 | 19 | Apology regarding experience and asked to make contact |
| 05/03/09 | Bolsover | Regarding Data Protection breach with regards to rent payment letter | Housing | 01/04/09 | 19 | Apology regarding the Data Protection breach and explanation with regards to the amount taken from account |
| 10/03/09 | Alfreton | Regarding glass left by blue bin operative which caused a flat tyre – seeking compensation | Street Services | 02/04/09 | 17 | Explanation due to lack of evidence as to why compensation cannot be given |
| 10/03/09 | Shirebrook | Regarding damp problems after new windows installed | Environmental Health | 06/04/09 | 19 | Informed that the work carried out too long ago to give any compensation and no further action will be taken |
| 12/03/09 | Shirebrook | Regarding upgrade of electrics in the house | Housing | 06/04/09 | 18 | Explained that upgrades are needed to keep up with standards and that it is never the intention to inconvenience customers. Advised that anti social |

Table D - Summary of Stage Two Complaints 01/01/09 – 31/03/09

| Date Received | Area | Summary of Complaint | Departments Involved | Date Response Sent | No of work days | Remedy |
|----------------------|-----------------|--|-----------------------------|---------------------------|------------------------|--|
| | | | | | | behaviour matter dealt with separately |
| 17/03/09 | Creswell | Seeking compensation due to anti-social behaviour suffered | Housing | 31/03/09 | 10 | Explained that apology already given and that the Council does not consider it appropriate to offer compensation |
| 20/03/09 | South Normanton | Unhappy with action being taken by Council regarding water running off the recreation area onto garden | Leisure Regeneration | 15/04/09 | 16 | Solution implemented could only resolve part of the problem. Will review what other action could be taken |
| 23/03/09 | Whitwell | Unhappy with action being taken regarding anti-social behaviour and not receiving an acknowledgement to a letter | Housing | 16/04/09 | 16 | Advised case with Anti-Social Behaviour case officer and further investigations will be made. |
| 23/03/09 | Whitwell | Still dissatisfied with heating system despite an agreement reached with the Ombudsman | Housing | 17/04/09 | 15 | Re-iterated Ombudsman's decision, a further inspection to be made |
| 23/03/09 | Not known | Dissatisfied with the service provided by a member of the Benefits Team | Revenues | 17/04/09 | 15 | Referenced letter from Revenues which covered specific points and added a misunderstanding of the guidance |
| 24/03/09 | Mansfield | Unhappy about the situation regarding roof that needed replacing | Regeneration | 17/04/09 | 15 | Explained that property built before certain |

Table D - Summary of Stage Two Complaints 01/01/09 – 31/03/09

| Date Received | Area | Summary of Complaint | Departments Involved | Date Response Sent | No of work days | Remedy |
|----------------------|-------------|---|-------------------------------|---------------------------|------------------------|--|
| | | | | | | building regulations applied |
| 25/03/09 | Mansfield | Unhappy with the time taken for an enquiry to be responded to | Planning | 21/04/09 | 17 | Apology for delay in responding and explained request transferred to another authority on his behalf |
| 27/03/09 | Worksop | Dissatisfied with level of service and feels ignored | Housing | | | Open and within timescale as of 21/04/09 |
| 30/03/09 | Bolsover | Experiencing anti social behaviour from a gang of children in the area | Housing Community Services | | | Open and within timescale as of 21/04/09 |
| 31/03/09 | Shirebrook | Unhappy that new wheelie bin has not been delivered after paying for it | Street Services C Centres | | | Open and within timescale as of 21/04/09 |

Table E - Complaints (Stage 2) Summary by Department 2008/09

| Department/Section | 01/04/08 – 30/06/08 | | | 01/07/08 – 30/09/08 | | | 01/10/08- 31/12/08 | | |
|---|----------------------------|---------------------------------|-------------------------------------|----------------------------|---------------------------------|-------------------------------------|---------------------------|---------------------------------|-------------------------------------|
| | No. of Complaints | No. Responded to in time | No. responded to out of time | No. of Complaints | No. Responded to in time | No. responded to out of time | No. of Complaints | No. Responded to in time | No. responded to out of time |
| Contact Centres | 2 | 2 | | 2 | 2 | | 4 | 4 | |
| Customer Service & Performance | | | | | | | 2 | 1 | 1 |
| Community Services | | | | | | | 1 | 1 | |
| Environmental Health | 3 | 3 | | 4 | 4 | | | | |
| Street Services | 6 | 5 | 1 | 1 | 1 | | 4 | 4 | |
| Finance | 5 | 5 | | 1 | 1 | | | | |
| Housing | 20 | 14 | 6 | 10 | 10 | | 6 | 4 | 2 |
| ICT | | | | 1 | 1 | | | | |
| Legal | | | | 2 | 2 | | 1 | 1 | |
| Leisure | 1 | 1 | | 1 | 1 | | 1 | 1 | |
| Planning | | | | 5 | 5 | | 2 | 2 | |
| Regeneration | | | | 3 | 3 | | | | |
| Revenues | 3 | 3 | | 4 | 4 | | 2 | 2 | |
| Totals | 40 | 33 | 7 | 34 | 34 | | 23 | 20 | 3 |

Table E - Complaints (Stage 2) Summary by Department 2008/09

| Department/Section | 01/01/09 – 31/03/09 | | | 2008/09 Summary | | |
|--------------------------------|---------------------|--------------------------|------------------------------|-------------------|--------------------------|------------------------------|
| | No. of Complaints | No. Responded to in time | No. responded to out of time | No. of Complaints | No. Responded to in time | No. responded to out of time |
| Contact Centres | 2 | 2 | | 10 | 10 | |
| Customer Service & Performance | | | | 2 | 1 | 1 |
| Community Services | 1 | 1 | | 2 | 2 | |
| Environmental Health | 2 | 2 | | 9 | 9 | |
| Street Services | 6 | 6 | | 17 | 16 | 1 |
| Finance | | | | 6 | 6 | |
| Housing | 23 | 20 | 3 | 59 | 48 | 11 |
| ICT | | | | 1 | 1 | |
| Legal | 1 | | 1 | 4 | 3 | 1 |
| Leisure | 3 | 3 | | 6 | 6 | |
| Planning | 3 | 3 | | 10 | 10 | |
| Regeneration | 3 | 3 | | 6 | 6 | |
| Revenues | 3 | 3 | | 12 | 12 | |
| Totals | 47 | 43 | 4 | 144 | 130 | 14 |

Table F - Summary of Stage Three Complaints 01/01/09 – 31/03/09

| Date Received | Area | Summary of Complaint | Departments Involved | Date Response sent | No of work days | Remedy |
|---------------|------------|--|----------------------|--------------------|-----------------|---|
| 05/02/09 | Scarcliffe | Not happy with 2nd stage reply regarding the removal of the covenant restricting the use of a road in the District to a dwelling - cost charged and service provided | Housing Legal | 25/02/09 | 14 | Explained that the amount was calculated by the Council's Senior Valuer using accepted valuation practices |
| 20/03/09 | Tapton | Unhappy with the length of time it is taking to resolve where the neighbour keeps leaving bin | Housing | 20/04/09 | 19 | Apology for length of time to resolve. Explanation that following investigations with Legal the neighbour can leave bin in contested position (shared access) |
| 27/03/09 | Whitwell | Unhappy about having a new combi boiler following request for a gas supply | Housing | 24/04/09 | 18 | Re-iterated that the tenant agreed to the upgrade and that the system is working satisfactorily |

Table G - Summary of Ombudsman Complaints 2008/09

| Date Received | Area | LGO's Summary of Complaint | Departments Involved | Date Response sent | No. of Calendar Days | Date Decision Letter Received | Ombudsman's Decision |
|---------------|------------|--|----------------------|--------------------------|----------------------|-------------------------------|--|
| 08/04/08 | Glapwell | Still unhappy about having to pay for a replacement bin | Street Services | 28/04/08 | 20 | 09/06/08 | Local Settlement Council to provide a replacement bin, pay £75.00 for time and trouble and produce a new policy on bins |
| 17/06/08 | Shirebrook | Despite assuring complainant that his application for a grant to replace the roof of his business had been successful, failed to honor that assurance or, as promised, integrate decision to award a grant into successor scheme. The Council since refused grant to him under either scheme | Regeneration | 01/07/08 | 14 | 15/09/08 | No or insufficient evidence of maladministration as Council had followed the correct administrative procedures for assessing eligibility |
| 26/08/08 | Clowne | Unhappy that the Council did not take any enforcement action against a neighbour who has constructed an access without planning permission and erected brick pillars and double gates | Planning | No information requested | N/A | 28/08/08 | No or insufficient evidence of maladministration as Council had followed the correct administrative procedures for enforcement action and permitted development |

Table G - Summary of Ombudsman Complaints 2008/09

| Date Received | Area | LGO's Summary of Complaint | Departments Involved | Date Response sent | No. of Calendar Days | Date Decision Letter Received | Ombudsman's Decision |
|---------------|----------|---|----------------------|--------------------|----------------------|-------------------------------|--|
| 16/09/08 | Whitwell | Informal enquiry asking for an update on a complainant's case regarding damage caused to a retaining wall in the garden as a result of flooding and action taken by the Council to resolve | Housing | 24/09/08 | 6 | 03/12/08 | No or insufficient evidence of maladministration as the Council has dealt with the matter appropriately and tried to be accommodating under the circumstances |
| 04/11/08 | Clowne | The complaint has been through all 3 stages of complaints system and still dissatisfied with the way heating system is working | Housing | 20/11/08 | 12 | 08/04/09 | Ombudsman's Discretion not to pursue the complaint as there is no other remedy other than that already suggested (resiting thermostat and arranging another inspection), which the Council has taken on board |

Table G - Summary of Ombudsman Complaints 2008/09

| Date Received | Area | LGO's Summary of Complaint | Departments Involved | Date Response sent | No. of Calendar Days | Date Decision Letter Received | Ombudsman's Decision |
|---------------|----------|--|--|-----------------------------|----------------------|-------------------------------|---|
| 03/03/09 | Tibshelf | Council failed to respond to all aspects of your letter of 03/06/08 requesting information in a timely and co-ordinated manner | Planning Regeneration Legal Environmental Health | Not required to investigate | | 03/03/09 | Ombudsman's Discretion not to pursue the complaint as does not consider that the Council's handling of the issue caused significant injustice. Pleased that Council going to review the way that cross departmental requests for information are handled |
| 10/03/09 | Creswell | Council at fault for recording incorrect personal information | Housing | Not required to investigate | | 10/03/09 | Ombudsman's Discretion not to pursue the complaint as satisfied with the actions taken by the Council once the data protection breach had been notified |

Table G - Summary of Ombudsman Complaints 2008/09

| Date Received | Area | LGO's Summary of Complaint | Departments Involved | Date Response sent | No. of Calendar Days | Date Decision Letter Received | Ombudsman's Decision |
|---------------|----------|--|----------------------|-----------------------------|----------------------|-------------------------------|---|
| 20/03/09 | Creswell | Unhappy about putting additional supports under the two porches when he owned a grade two listing building | Planning | Not required to investigate | | 20/03/09 | Outside Jurisdiction as complaint older than 12 months and a right of appeal through the magistrates court existed at the time |

Table H – Summary of FOI Requests 01/01/09 – 31/03/09

| Date Received | Reference Number | Summary of FOI | Departments Involved | Date Response Sent | No of work days | Information released |
|----------------------|-------------------------|--|-----------------------------|---------------------------|------------------------|-----------------------------|
| 05/01/09 | 141/0809 | Request for Level 3 Assessment Report | CSPD | 16/01/09 | 9 | Yes |
| 06/02/09 | 142/0809 | Would like a copy of the approved document prior to implementation, regarding access to Con29 information | Legal | 16/01/09 | 8 | Partially |
| 08/01/09 | 143/0809 | Would like to know the highest amount of rent/housing benefit that the Council is currently paying to a household per month and what is the highest amount the Council has paid to a household in the past 12 months | Revenues | 13/01/09 | 3 | Yes |
| 08/01/09 | 144/0809 | Would like information with regards to what disciplinary action is taken on Council staff after a complaint about them | CSPD | 16/01/09 | 6 | No (Not held) |
| 08/01/09 | 145/0809 | Would like information with regards to the planning fee income in 2006/07 and 2007/08 | Finance Planning | 22/01/09 | 10 | Yes |
| 09/01/09 | 146/0809 | Would like to know how many fixed penalty notices the Council has given out for dropping cigarette butts in 2008 | Environmental Health | 30/01/09 | 15 | Yes |
| 09/01/09 | 147/0809 | Would like details regarding the cost to the Council of staff pensions | Finance | 04/02/09 | 17 | Yes |

Table H – Summary of FOI Requests 01/01/09 – 31/03/09

| Date Received | Reference Number | Summary of FOI | Departments Involved | Date Response Sent | No of work days | Information released |
|----------------------|-------------------------|---|-----------------------------|---------------------------|------------------------|-----------------------------|
| 12/01/09 | 148/0809 | Would like to know how many people are employed by the Council to help tackle the problem of obesity | Leisure | 03/02/09 | 16 | Yes |
| 13/01/09 | 149/0809 | Would like to know if any council bins are fitted with microchips | Street Services | 15/01/09 | 2 | No (Not held) |
| 13/01/09 | 150/0809 | Would like to know the total of people on the housing waiting list in the Council Borough | Housing | 15/01/09 | 2 | Yes |
| 14/01/09 | 151/0809 | Would like to know the details of all subcontractors, suppliers and consultants involved with the construction of the council depot | Regeneration | 30/01/09 | 12 | Partially |
| 16/01/09 | 156/0809 | Would like a further breakdown of all unspent Section 106 Planning Obligation monies | Finance | 04/02/09 | 13 | Yes |
| 16/01/09 | 152/0809 | Would like to know the total amount of money spent on external training courses for staff in each of the last three years | Finance HR & Payroll | 06/02/09 | 15 | Partially |
| 19/01/09 | 153/0809 | Would like to know the information regarding the advice the Council gives to people affected by cryptosporidium/ cryptosporidiosis | Environmental Health | 22/01/09 | 3 | Yes |
| 19/01/09 | 154/0809 | Would like to know how the economic down turn has affected the Council regarding staffing and financial matters etc. | All | 12/02/09 | 18 | Partially |
| 20/01/09 | 155/0809 | Would like information with regards to the use of provisions under the Regulation of Investigatory Powers Act (RIPA) during 2008 | Legal | 12/02/09 | 17 | Yes |

Table H – Summary of FOI Requests 01/01/09 – 31/03/09

| Date Received | Reference Number | Summary of FOI | Departments Involved | Date Response Sent | No of work days | Information released |
|----------------------|-------------------------|---|---|---------------------------|------------------------|-----------------------------|
| 22/01/09 | 161/0809 | Request concerning individuals that have died without an estate | Environmental Health | 17/02/09 | 18 | Yes |
| 22/01/09 | 156/0809 | Would like information with regards to the use of provisions under the Regulation of Investigatory Powers Act (RIPA) | Legal | 17/02/09 | 18 | Yes |
| 26/01/09 | 157/0809 | Would like information with regards to a list of the hackney carriages and private hire vehicles the council currently licenses | Legal | 18/02/09 | 17 | Partially |
| 26/01/09 | 158/0809 | Would like information with regards to how many assaults have been reported against Local Authority Housing staff in each of the last 5 years | HR & Payroll | 17/02/09 | 16 | Yes |
| 26/01/09 | 159/0809 | Would like to know certain staffing costs and invoices processed regarding full-time staff, cost of IT service and finance function for 2007/08 | HR & Payroll Finance ICT Legal | 18/02/09 | 17 | Yes |
| 27/01/09 | 160/0809 | Would like information regarding the activity of Bolsover for each of the past five years about transport issues | Regeneration HR & Payroll Finance CSPD | 23/02/09 | 19 | Yes |
| 30/01/09 | 162/0809 | Would like information regarding the number of children in the area who are under a child protection plan | DCC | 30/01/09 | 1 | No (Transferred to DCC) |
| 30/01/09 | 163/0809 | Would like information regarding concessionary travel passes | Finance | 24/02/09 | 17 | Yes |
| 30/01/09 | 164/0809 | Would like information regarding the allotment waiting list | Regeneration | 24/02/09 | 17 | Yes |

Table H – Summary of FOI Requests 01/01/09 – 31/03/09

| Date Received | Reference Number | Summary of FOI | Departments Involved | Date Response Sent | No of work days | Information released |
|----------------------|-------------------------|--|-----------------------------|---------------------------|------------------------|-------------------------------------|
| 02/02/09 | 165/0809 | Would like to know how much the Council was charged by waste contractors for the collection of recycled material | Street Services | 24/02/09 | 15 | Yes |
| 03/02/09 | 166/0809 | Would like to know how much landfill tax has been paid by the local authority in (a) 2006-07; (b) 2007-08; and (c) 2008-09 to date | Street Services | 02/03/09 | 19 | Yes |
| 04/02/09 | 167/0809 | Would like to know the Council budget for 09/10 and the estimated forecast and how much is spent on procuring goods and services from the private sector | Finance Procurement | 04/03/09 | 20 | Yes |
| 04/02/09 | 168/0809 | Would like information regarding the details of vacant commercial and domestic properties | Housing Regeneration | 25/03/09 | 35 | Partially |
| 05/02/09 | 169/0809 | Would like information regarding use of the internet as a method of procuring goods and services | Procurement | 04/03/09 | 20 | Yes |
| 09/02/09 | 170/0809 | Would like information regarding any policies that deal with tenants requesting re-housing | Housing | 06/03/09 | 19 | Yes |
| 12/02/09 | 171/0809 | Would like to know how many bins have been replaced through wear and tear and how many of them due to theft | Street Services | 10/03/09 | 18 | Yes |
| 12/02/09 | 172/0809 | Requesting information of approvals, completions, self certification, contraventions for three specific addresses | Legal | 13/02/09 | 1 | No (Exempt - on publication scheme) |

Table H – Summary of FOI Requests 01/01/09 – 31/03/09

| Date Received | Reference Number | Summary of FOI | Departments Involved | Date Response Sent | No of work days | Information released |
|----------------------|-------------------------|--|----------------------------------|---------------------------|------------------------|-----------------------------|
| 13/02/09 | 173/0809 | A request to know if the council instigated legal proceedings against a utility company for failing to complete any repair and or development and or engineering works on time | Housing Regeneration Legal | 10/03/09 | 17 | No (No information held) |
| 13/02/09 | 174/0809 | Would like to know information regarding recycling in the area | Street Services | 12/03/09 | 19 | Yes |
| 13/02/09 | EIR | Request for environmental information concerning a site at Bolsover | Environmental Health | 04/03/09 | 14 | Yes |
| 16/02/09 | 175/0809 | A request for a list of Business Rate accounts | Revenues | 12/03/09 | 17 | Partially |
| 19/02/09 | 176/0809 | Request regarding policy for clients occupying flexible space in Business Centres | Regeneration | 19/03/09 | 20 | Yes |
| 19/02/09 | 177/0809 | Details of how much spent on interpreting and translation services in 2005-6, 2006-7 and 2007-8 | CSPD | 19/03/09 | 20 | Yes |
| 23/02/09 | 178/0809 | Details requested regarding licenses under the Dangerous Wild Animals Act 1976 | Environmental Health | 23/03/09 | 20 | Yes |
| 23/02/09 | 179/0809 | Request for details of the grants allocated by the local authority and its agencies to all individuals and organisations, by name, as part of the 'Prevent' strategy from October 2006 | Finance Community Services | 23/03/09 | 20 | No (No information held) |
| 23/02/09 | 180/0809 | Request for information relating to the Working Neighbourhoods Fund (WNF) | Finance CEPT | 23/03/09 | 20 | Yes |
| 25/02/09 | 181/0809 | Would like to know the number of homelessness applicants found to be intentionally homeless between 1 January 2008 and 31 December 2008 | Housing | 24/03/09 | 19 | Partially |

Table H – Summary of FOI Requests 01/01/09 – 31/03/09

| Date Received | Reference Number | Summary of FOI | Departments Involved | Date Response Sent | No of work days | Information released |
|----------------------|-------------------------|--|------------------------------|---------------------------|------------------------|-----------------------------|
| 25/02/09 | 182/0809 | Would like to know the income from local land charges in 2006/07 and 2007/08 | Legal Finance | 24/03/09 | 19 | Yes |
| 25/02/09 | 183/08009 | Request for information relating to the enterprise electronic document and records management system | ICT | 24/03/09 | 19 | Yes |
| 26/02/09 | 184/08009 | Request for information relating to the financial incentive bonuses paid to staff and how many staff members have been made redundant | Finance HR | 24/03/09 | 18 | Yes |
| 02/03/09 | 185/0809 | Request for all correspondence between the Council and Chief Surveillance Commissioner, since 2006 | Legal | 24/03/09 | 16 | No (No information held) |
| 02/03/09 | 186/0809 | Request for the number of full time equivalent posts, scale of posts, and pay scale of posts in various sections | Legal Democratic Services | 25/03/09 | 17 | Yes |
| 02/03/09 | 188/0809 | Request for information relating to Air pollution consents and enforcements; Hazardous Substance Consents and enforcements; and contaminated land register | Planning | 25/03/09 | 17 | Partially |
| 02/03/2009 | 189/0809 | Would like to inspect the Building Control/Traffic Schemes abutting/Highways Scheme | Legal | 05/03/09 | 3 | No (Publicly available) |
| 05/03/09 | 187/0809 | Request for information about revenue from sunbeds | Leisure | 25/03/09 | 14 | Yes |
| 05/03/09 | 190/0809 | Would like a copy of the section 106 Agreement/Unilateral Undertakings in relation to specific developments | Planning | 10/03/09 | 3 | No |
| 09/03/09 | 191/0809 | Would like information with regards to a list of the hackney carriages and private hire vehicles the council currently licenses | Legal | 09/03/09 | 0 | Partially |

Table H – Summary of FOI Requests 01/01/09 – 31/03/09

| Date Received | Reference Number | Summary of FOI | Departments Involved | Date Response Sent | No of work days | Information released |
|----------------------|-------------------------|---|-----------------------------|---------------------------|------------------------|-----------------------------|
| 05/03/09 | 192/0809 | Would like information with regards to gravestones in council cemeteries | Regeneration | 25/03/09 | 14 | Yes |
| 05/03/09 | 193/0809 | Would like information with regards to Golf Courses and Golf Course Extensions | Planning | 26/03/09 | 15 | No (No information held) |
| 05/03/09 | 194/0809 | Information passed to Treasury Solicitor regarding persons who had died without an estate | Environmental Health | 26/03/09 | 15 | Yes |
| 05/03/09 | 195/0809 | Would like information with regards to Food Procurement | Leisure Regeneration | 26/03/09 | 15 | Partially |
| 11/03/09 | 196/0809 | Would like information with regards to Payroll Department/HR Department | HR & Payroll | 03/04/09 | 18 | Partially |
| 16/03/09 | 197/0809 | Information concerning car parking management | Regeneration | 08/04/09 | 17 | No (No information held) |
| 17/03/09 | 198/0809 | Details of businesses not in receipt of rates relief | Revenues | 08/04/09 | 16 | Yes |
| 17/03/09 | 199/0809 | Details of savings under £10k | Finance | 08/04/09 | 16 | Yes |
| 17/03/09 | 200/0809 | Details about overseas trips by members and officers | HR & Payroll | 08/04/09 | 16 | No (No information held) |
| 17/03/09 | 201/0809 | Details of grants to voluntary bodies | Finance | 14/04/09 | 18 | Partially |
| 12/03/09 | 202/0809 | Details of replacement bins paid for | Finance | 06/04/09 | 17 | Yes |

Table H – Summary of FOI Requests 01/01/09 – 31/03/09

| Date Received | Reference Number | Summary of FOI | Departments Involved | Date Response Sent | No of work days | Information released |
|----------------------|-------------------------|--|---------------------------------|------------------------------------|------------------------|---|
| 19/03/09 | 203/0809 | Contractors for ground/building maintenance and waste management | Regeneration Street Services | 17/04/09 | 19 | Yes |
| 11/03/09 | 204/0809 | Details of early retirement | HR & Payroll | 03/04/09 | 17 | Partially |
| 12/03/09 | 205/0809 | Waste surveys carried out without residents knowledge | Street Services | 06/04/09 | 17 | Yes |
| 12/03/09 | 206/0809 | Monitoring of people sleeping rough in the area | Housing | 06/04/09 | 17 | Yes |
| 12/03/09 | 207/0809 | Information concerning ICT Contracts | ICT | Cancelled by requester 18/03/09 | 4 | Cancelled by requester 18/03/09 |
| 19/03/09 | 208/0809 | Completion notices under Schedule 4A | Revenues | 17/04/09 | 17 | No – exceeds appropriate limit |
| 24/03/09 | 209/0809 | Names and contact details of senior officers | CSPD | 24/03/09 | 0 | No (Available by other means) |
| 20/03/09 | 210/0809 | Local Education Authority questions | DCC | 23/03/09 | 1 | Transferred |
| 24/03/09 | 211/0809 | Request for Job posts, titles and salaries | HR & Payroll | 21/04/09 | 18 | No – (Posts available on website) Clarification sought on salaries |
| 24/03/09 | 212/0809 | Details of anti-social behaviour orders | Community Services Housing | 08/04/09 | 11 | Partially |

Table H – Summary of FOI Requests 01/01/09 – 31/03/09

| Date Received | Reference Number | Summary of FOI | Departments Involved | Date Response Sent | No of work days | Information released |
|----------------------|-------------------------|---|----------------------------------|--|------------------------|-----------------------------|
| 24/03/09 | 213/0809 | Details concerning Members allowances | HR & Payroll | 21/04/09 | 18 | Yes |
| 26/03/09 | 214/0809 | Information concerning land charges | Legal Environmental Health | 21/04/09 | 16 | Yes |
| 27/03/09 | 215/0809 | Information regarding local newspapers | CSPD | 21/04/09 | 17 | Yes |
| 30/03/2009 | 217/0809 | Information regarding the fire at Kissingate Leisure Centre | Leisure CSPD | Open and within timescale as of 21/04/09 | | |
| 31/03/09 | 216/0809 | Information regarding CMS software | ICT CSPD | Open and within timescale as of 21/04/09 | | |
| 31/03/09 | 219/0809 | Information regarding data protection | CSPD | Open and within timescale as of 21/04/09 | | |

Table I: Freedom of Information Summary by Department 2008-09

| Department/Section | 01/04/08 – 30/06/08 | | | 01/07/08 – 30/09/08 | | | | |
|----------------------------------|---------------------|-----------|----|---------------------|-----------------|-----------|----|----------|
| | No. of Requests | FOI | DP | EIR | No. of Requests | FOI | DP | EIR |
| All | 1 | 1 | | | 2 | 2 | | |
| CEPT | | | | | 6 | 6 | | |
| Customer Service and Performance | 5 | 5 | | | 4 | 4 | | |
| Democratic Services | 2 | 2 | | | 12 | 7 | | 5 |
| Environmental Health | 8 | 5 | | 3 | 2 | 2 | | |
| Street Services | 5 | 5 | | | 7 | 7 | | |
| Finance | 4 | 4 | | | 3 | 3 | | |
| Housing | 3 | 3 | | | 7 | 7 | | |
| HR & Payroll | 1 | 1 | | | 3 | 3 | | |
| ICT | 3 | 3 | | | 6 | 6 | | |
| Legal | 3 | 3 | | | 4 | 4 | | |
| Leisure | 1 | 1 | | | 7 | 7 | | |
| Planning | 2 | 2 | | | 3 | 3 | | |
| Procurement | | | | | 3 | 3 | | |
| Regeneration | 2 | 2 | | | 1 | 1 | | |
| Revenues | 3 | 3 | | | 3 | 3 | | |
| Transferred | 3 | 3 | | | | | | |
| Totals | 46 | 43 | | 3 | 70 | 65 | | 5 |

Table I: Freedom of Information Summary by Department 2008-09

| Department/Section | 01/10/08– 31/12/08 | | | 01/01/09 – 31/03/09 | | | | 2008-2009 Summary | | | |
|----------------------------------|--------------------|------------------------|----------|---------------------|------------------------|-----------------|----------|-------------------|------------------------|-----------------|-----------|
| | No. of Requests | Freedom of Information | EIR | No. of Requests | Freedom of Information | Data Protection | EIR | No. of Requests | Freedom of Information | Data Protection | EIR |
| All Departments | | | | 1 | 1 | | | 2 | 2 | | |
| CEPT | | | | 1 | 1 | | | 3 | 3 | | |
| Customer Service and Performance | 4 | 4 | | 9 | 9 | | | 24 | 24 | | |
| Community Services | | | | 2 | 2 | | | 2 | 2 | | |
| Democratic Services | 1 | 1 | | 1 | 1 | | | 8 | 8 | | |
| Environmental Health | 9 | 7 | 2 | 7 | 6 | | 1 | 36 | 25 | | 11 |
| Street Services | | | | 7 | 7 | | | 14 | 14 | | |
| Finance | 10 | 10 | | 15 | 15 | | | 36 | 36 | | |
| Housing | 5 | 5 | | 7 | 7 | | | 18 | 18 | | |
| HR & Payroll | 5 | 5 | | 10 | 10 | | | 23 | 23 | | |
| ICT | 2 | 2 | | 4 | 4 | | | 9 | 9 | | |
| Legal | 1 | 1 | | 13 | 13 | | | 23 | 23 | | |
| Leisure | 1 | 1 | | 4 | 4 | | | 10 | 10 | | |
| Planning | 7 | 7 | | 4 | 4 | | | 20 | 20 | | |
| Procurement | | | | 2 | 2 | | | 5 | 5 | | |
| Regeneration | 2 | 2 | | 10 | 10 | | | 17 | 17 | | |
| Revenues | 8 | 8 | | 4 | 4 | | | 16 | 16 | | |
| Transferred | 1 | 1 | | 2 | 2 | | | 9 | 9 | | |
| Totals | 56 | 54 | 2 | 103 | 102 | | 1 | 275 | 264 | | 11 |

RECORD OF EXECUTIVE DECISION - JOINT WORKING

| | | | |
|---|-----------------|---|---|
| CBC: DEPUTY LEADER | | Date of Decision: | |
| BDC: DEPUTY LEADER | | 31st March 2009 | |
| NEDDC: LEADER/DEPUTY LEADER | | | |
| CBC Non-executive Leader's Support Members present: No. | | | |
| Title Reference: Minutes of Previous Meetings | | | |
| Consultee Member : Not applicable | | | |
| Key Decision References - Not applicable | | Delegation References: CBC: R116L BDC: NEDDC: | |
| Report and background papers | Yes | Public <input checked="" type="checkbox"/> | Exempt <input type="checkbox"/> Confidential <input type="checkbox"/> |
| Decision | On Forward Plan | N/A | |
| Record of Decision: | | | |
| That the notes and Record of Decision of the Joint Board held on 20th January 2009 and the minutes of the Chief Executive's meeting held on 3rd March 2009 be noted. | | | |
| Reasons for Decision: | | | |
| To note progress on joint working. | | | |
| Alternative options considered and rejected (if any): Not applicable. | | | |
| Declarations of interests: None. | | | |
| Decision subject to call-in | | Yes | |
| Date Record issued: 3rd April 2009 Contact Officer: Anne Goss. | | | |

RECORD OF EXECUTIVE DECISION - JOINT WORKING

| | | | |
|--|-----------------|---|---|
| CBC: DEPUTY LEADER | | Date of Decision: | |
| BDC: DEPUTY LEADER | | 31st March 2009 | |
| NEDDC: LEADER/DEPUTY LEADER | | | |
| CBC Non-executive Leader's Support Members present: No. | | | |
| Title Reference: North Derbyshire and Bassetlaw Housing Market Area Housing Strategy | | | |
| Consultee Member : Not applicable | | | |
| Key Decision References Not applicable | | Delegation References: CBC: R116L BDC: NEDDC: | |
| Report and background papers | Yes | Public <input checked="" type="checkbox"/> | Exempt <input type="checkbox"/> Confidential <input type="checkbox"/> |
| Decision | On Forward Plan | N/A | |
| Record of Decision: | | | |
| <ol style="list-style-type: none"> That the Joint Board note the work already undertaken within the North Derbyshire and Bassetlaw Housing Market Area to deliver strategic housing objectives and to develop the Housing Strategy for the Housing Management Area. That the Joint Board approves the proposed governance structure for delivery of the Sub Regional Housing Strategy and to influence future investment in the East Midland authorities area directly with the HCA through the "single conversation". | | | |
| Reasons for Decision: | | | |
| <ol style="list-style-type: none"> To contribute to the development of appropriate housing solutions across the Housing Market Area. To contribute to the delivery of the Borough and District Housing Strategies. | | | |
| Alternative options considered and rejected (if any): Not applicable. | | | |
| Declarations of interests: None. | | | |
| Decision subject to call-in | | Yes | |
| Date Record issued: 3 rd April 2009 | | | |
| Contact Officer: Anne Goss. | | | |

RECORD OF EXECUTIVE DECISION - JOINT WORKING

| | | | |
|---|-----------------|---|--|
| CBC: DEPUTY LEADER | | Date of Decision: | |
| BDC: DEPUTY LEADER | | 31st March 2009 | |
| NEDDC: LEADER/DEPUTY LEADER | | | |
| CBC Non-executive Leader's Support Members present: No. | | | |
| Title Reference: BCN (Building Control) Budget Outturn 2008/09 and Forecast for 2009/10. | | | |
| Consultee Member: Not applicable | | | |
| Key Decision References - Not applicable | | Delegation References: CBC: R116L BDC: NEDDC: | |
| Report and background papers | Yes | Public <input type="checkbox"/> | Exempt <input checked="" type="checkbox"/> |
| | | Confidential <input type="checkbox"/> | |
| Decision | On Forward Plan | N/A | |
| Record of Decision: | | | |
| <ol style="list-style-type: none"> 1. That the estimated budget outturn for 2008/09 and forecast for 2009/10 appended to the report be noted. 2. That a special meeting of the Joint Consultative Forum be convened as a matter of urgency. | | | |
| Reason for Decision: | | | |
| To effectively manage the Budget of BCN and deal with any staffing issues in accordance with employment legislation and local government code of practice. | | | |
| Alternative options considered and rejected (if any): Not applicable. | | | |
| Declarations of interests: None. | | | |
| Decision subject to call-in | | Yes | |
| Date Record issued: 2nd April 2009 | | | |
| Contact Officer: Anne Goss. | | | |

RECORD OF EXECUTIVE DECISION - JOINT WORKING

| | | | |
|---|-----------------|---|---|
| CBC: DEPUTY LEADER | | Date of Decision: | |
| BDC: DEPUTY LEADER | | 31st March 2009 | |
| NEDDC: LEADER/DEPUTY LEADER | | | |
| CBC Non-executive Leader's Support Members present: No. | | | |
| Title Reference: Shared Procurement Unit - Annual Update. | | | |
| Consultee Member: Not applicable | | | |
| Key Decision References : Not applicable | | Delegation References: CBC: R116L BDC: NEDDC: | |
| Report and background papers | Yes | Public <input checked="" type="checkbox"/> | Exempt <input type="checkbox"/> Confidential <input type="checkbox"/> |
| Decision | On Forward Plan | N/A | |
| Record of Decision: | | | |
| That the progress made by the Shared Procurement Unit in 2008/09 be noted. | | | |
| Reasons for Decision: | | | |
| To keep the Joint Board informed on progress of the Shared Procurement Unit. | | | |
| Alternative options considered and rejected (if any): Not applicable. | | | |
| Declarations of interests: None. | | | |
| Decision subject to call-in | | Yes | |
| Date Record issued: 2nd April 2009 | | | |
| Contact Officer: Anne Goss. | | | |

RECORD OF EXECUTIVE DECISION - JOINT WORKING

| | | | |
|---|-----------------|---|---|
| CBC: DEPUTY LEADER | | Date of Decision: | |
| BDC: DEPUTY LEADER | | 31st March 2009 | |
| NEDDC: LEADER/DEPUTY LEADER | | | |
| CBC Non-executive Leader's Support Members present: No. | | | |
| Title Reference: RIEP Projects | | | |
| Consultee Member: Not applicable | | | |
| Key Decision References : Not applicable | | Delegation References: CBC: R116L BDC: NEDDC: | |
| Report and background papers | Yes | Public <input checked="" type="checkbox"/> | Exempt <input type="checkbox"/> Confidential <input type="checkbox"/> |
| Decision | On Forward Plan | N/A | |
| Record of Decision: | | | |
| That the list of approved projects be noted. | | | |
| Reasons for Decision: | | | |
| To facilitate progress on joint working. | | | |
| Alternative options considered and rejected (if any): Not applicable. | | | |
| Declarations of interests: None. | | | |
| Decision subject to call-in | | Yes | |
| Date Record issued: 2nd April 2009 | | | |
| Contact Officer: Anne Goss. | | | |

RECORD OF EXECUTIVE DECISION - JOINT WORKING

| | | | |
|---|-----------------|---|---|
| CBC: DEPUTY LEADER | | Date of Decision: | |
| BDC: DEPUTY LEADER | | 31st March 2009 | |
| NEDDC: LEADER/DEPUTY LEADER | | | |
| CBC Non-executive Leader's Support Members present: No. | | | |
| Title Reference: Communications | | | |
| Consultee Member(s) (if applicable): Not applicable | | | |
| Key Decision References : Not applicable | | Delegation References: CBC: R116L BDC: NEDDC: | |
| Report and background papers | Yes | Public <input checked="" type="checkbox"/> | Exempt <input type="checkbox"/> Confidential <input type="checkbox"/> |
| Decision | On Forward Plan | N/A | |
| Record of Decision: | | | |
| <ol style="list-style-type: none"> 1. That the communication arrangements be supported and information cascaded through the Councils. 2. That any additional issues for future news releases and for the Working Together newsletter be identified. 3. The Bolsover District Council continues to support the communications role of the Working Together schemes until the end of June 2009. | | | |
| Reasons for Decision: To maximise effective communication on joint working. | | | |
| Alternative options considered and rejected (if any): Not applicable. | | | |
| Declarations of interests: None. | | | |
| Decision subject to call-in | | Yes | |
| Date Record issued: 2nd April 2009 Contact Officer: Anne Goss. | | | |

Notes to Record of Decision (Joint Working):

CBC - CALL-IN REQUESTS

*The implementation of certain decisions is suspended until the call-in period has expired without a call-in being validly invoked. The call-in period **five working days** from the date of this notice. During the call-in period **at least five** members who are not cabinet members may require certain decisions to be referred to the scrutiny board for possible reconsideration by the cabinet or council. To do this you will need to notify the head of legal, scrutiny and democratic services under the call-in procedure set out in the scrutiny procedure rules in the constitution. (you can get a form for this from the head of legal or from the scrutiny officer.)*

BDC - CALL-IN REQUESTS

*The implementation of certain decisions is suspended until the call-in period has expired without a call-in being validly invoked. The call-in period is **nine working days** from the date of this decision. During the call-in period **at least three** members may request certain decisions to be called in. You may do this in any of the following ways - In writing - a written notice may be signed by one or more Members, or By telephone - in order to safeguard the integrity of the system, Members may only call in by telephone on their own behalf, • E mail - this may be done using a Members terminal within the Council Offices or where a member has the facility via the internet, • By fax - as with written notifications, the faxed message may contain the signature of more than one Member, • In person. Democratic Services Officers who are authorised to accept notifications from Members.*

NEDDC - CALL-IN REQUESTS

*The implementation of certain decisions is suspended until the call-in period has expired without a call-in being validly invoked. The call-in period is **five working days** after the publication of this decision. During the call-in period the **Chair and Vice Chair together with three other members of any Overview and Scrutiny committee** may object to a decision and call it in.*

| | | | |
|---------------------------|--|------------------|------|
| Committee: | Executive | Agenda Item No.: | 12. |
| Date: | | Status | Open |
| Category | 2. Decision within the functions of Executive | | |
| Subject: | Amended system for pre-application planning advice | | |
| Report by: | Head of Planning | | |
| Other Officers Involved | Development Control Manager | | |
| Director | Strategy | | |
| Relevant Portfolio Holder | Environment | | |

RELEVANT CORPORATE AIMS

STRATEGIC ORGANISATIONAL DEVELOPMENT – Continually improving our organisation. The proposals introduce revised procedures which comply with up-to-date procedural guidance.

TARGETS

None directly, but the speed of determination of planning applications is influenced by the pre-application process, which can significantly speed up the application process. National performance indicator 157 sets targets for the speed of determination of planning applications.

VALUE FOR MONEY

There are no significant implications for value for money.

THE REPORT

1. The Planning Committee at its meeting on the 5th September 2007 considered a report on the introduction of fees for pre-application advice, and other significant changes to the pre-application advice system, so as to involve elected Members in the system.
2. The Committee resolved to refer the report to the Executive to look into the principle of charging for pre-application advice with a view to implementing the charging policy (Minute 325).

3. The Executive considered the report on the 24th September and resolved to defer the issue of the provision of pre-application advice and the charging for such advice to the Best Value Review of discretionary services before being referred back to the Executive for a decision (Minute 354).
4. The decision to introduce charging for pre-application advice is considered in a separate report. Following discussion at the Senior Management Team the recommendations to change other elements of the pre-application advice system so as to involve Members more in the process, are now brought forwards for consideration by Executive.
5. The report to the Planning Committee in September 2007 took account of the legal context and government advice and other national advice in the form of the following documents:-
 - a) Pre-application Advice for Town and Country Planning. The National Planning Forum Good Practice Note No. 2, 2005.
 - b) The Planning System, Matching Expectations and Capacity. The Audit Commission February 2006.
 - c) A Material World. Charging for Pre-application Planning Advice. The Planning Advisory Service April 2007.
 - d) Constructive Talk. Investing in Pre-application Discussions. A collaborative production by: the Planning Advisory Service, the Housebuilder's Federation, CABE, Land Securities Ltd, the National Planning Forum, the Planning Officer's Society, Communities and Local Government, the British Property Federation, and Addison and Associates. June 2007.
6. In addition the report to the Executive took account of the publication, Practice Guidance Note 3, Councillor Involvement in Pre-application Discussions, the Planning Officers Society, which had been published after the publication of the Planning Committee report.
7. The previous committee reports are available on the Council's agenda system.

Since the publication of these reports, the discretionary power to enter into planning performance agreements has been formally introduced into the planning process. These are pre-application agreements with an applicant, which identify;

- a timetable for the preparation of the planning application (and all its supporting documents, surveys and assessments);
- the format of pre-application public consultation;
- the submission date and the predicted length of the determination process.

8. Where a planning performance agreement is signed the speed of determination of that application is taken out of the statistical returns which the planning authority makes to the government under NI157, provided the application is determined within the time limit specified in the planning performance agreement. This enables developers and planning authorities to set out a timetable for the consideration of a major application without having to be concerned about meeting the 13 week deadline for determination of the application, and the possibility of the issue of a refusal. The developer has more certainty, and the authority has less chance of falling foul of performance statistics, and of having housing and planning delivery grant reduced by abatement for poor performance. Not all applications are suitable for being dealt with by a planning performance agreement; these are most beneficial when the application is in line with policy.
9. In September 2008, the British Property Federation issued their Planning Manifesto, which specifically indicated that developers were willing to offer financial and professional assistance to help planning authorities carry out their planning functions, both plan making and application determination. The British Property Federation specifically encourages developers to contribute resources to help authorities deal with planning applications. A planning performance agreement can include the negotiation of a contribution from a developer to provide additional financial or staff resources to help with the determination of a planning application.
10. In November 2008 the Killian Pretty Review of the planning application system was published by the government. Killian Pretty were appointed to examine how the processing of planning applications could be speeded up and improved. The report made 17 recommendations, many of which are directly to the government to alter legislation or advice or other systems. Some of the recommendations do, however, have relevance for local authorities and pre-application advice. A report on the Government's response, which was published in March 2009, is being prepared for the weekly councillor information sheet.
11. Recommendation 4 says that the Government, local planning authorities and others should take the following steps to substantially improve the critically important pre-application stage of the application process. As well as strengthening and improving national planning guidance, there should be a presumption that, for major developments, there will be formal pre-application discussions involving, where appropriate, all relevant parties, including elected members, statutory consultees and representatives of the local community. Furthermore the government is recommended to encourage the use of planning performance agreements for major developments, and that a proportionate approach to planning performance agreements is acceptable, with smaller and less complex schemes having a much

simpler approach to planning performance agreements centred on an agreed timetable.

12. Each local planning authority is also recommended to publish a statement or code of good practice clearly setting out the range of guidance and opportunities it offers for pre-application advice, what is required or expected from potential applicants and detailed information on what will be delivered if there is a fee charging regime.
13. In its response in March 2009 the Government has agreed with the recommendations, and will introduce a new National Policy on Development Management, requiring each local planning authority to have a clear statement on the provision of opportunities for pre-application advice, including their approach to charging. Also the Government is encouraging the use of Planning Performance Agreements for major applications. Performance monitoring on pre-application advice is likely to be included in a new performance network.
14. Recommendation 7 makes recommendations for a reduction in the use of planning obligations when the community infrastructure levy is introduced. It is also recommended that planning obligations need to be considered much earlier in the process at pre-application stage and a greater use made of standard agreements and clauses. The Government has accepted the comments and is pursuing various proposals, which will only marginally impact on pre-application advice.
15. In recommendation 10 there are measures to improve engagement of elected Members including additional training on planning matters, making it clear that Councillors can take part in pre-application discussions provided these are conducted according to a clear and well structured format, and encouraging over 90% delegation of the determination of planning applications to officers. The Government has accepted this recommendation.
16. In recommendation 11 it is indicated that applicants for major developments should discuss with the Council at an early point in the pre-application discussions how best to engage with the local community.
17. An extensive consultation document was issued in March 2009 covering nationally significant infrastructure projects, and the pre-application processes associated with these, which would involve the district council extensively on any such proposals in the area. Amendments will need to be made to the procedures proposed in this report, when the final detail of pre-application procedures for nationally significant infrastructure projects is known.

ISSUES/OPTIONS FOR CONSIDERATION

17. This report extracts from the previous reports those elements which can be introduced now, whether the Council decides to introduce charges for pre-application advice, or not.
18. The previous report recommended that Councillors would become involved in those applications for which charging for pre-application advice would be made. It was not recommended that charges be introduced for all applications, just for specific definitions of larger applications.
19. It is perhaps not necessary, nor indeed beneficial to the speed of the system, for Members to be involved in every planning application pre-discussion. In the last year 90% of applications were approved and the majority of small applications raised few concerns. Members should clearly be involved in pre-application discussions on all major proposals. However relatively few such applications are determined each year (for example in the last calendar year 30 were determined). The proposed charging regime suggested the introduction of charges for applications which are smaller than the defined major category, (half the defined major level) but which can still have significant impacts.
20. It is recommended that Members could become involved in pre-application discussions in applications which comply with the following definition, which is compatible with the charging report, and could also be used, at a future date, if necessary, as a baseline level for charging for pre-application advice.
21. **Member Notification Categories for Pre-application Advice**
 1. **Housing proposals of 5 dwellings or more, or where no number is specified, sites of 0.25 hectares.**
 2. **All other development with a floor area over 500 sq. m. or, where no new floor space specified, sites of over 0.50 hectare (This includes changes of use covering buildings or land of the same size),**
 3. **Masts and all structures over 20m tall.**
22. It should be noted that sites submitted for inclusion in a development plan document, or housing land availability assessment, or similar assessments, are **not** pre-application requests, and therefore not covered by these new procedures. Occasionally a developer will submit a site for inclusion in one of the above planning policy documents, and also indicate that an application is to be submitted. These cases *would* come under the new pre-application advice process.

23. The proposed changes to current pre-application procedures are as follows (these have been revised from the previous reports to take account of the latest advice).
- a) Improve the Council's website with reference to pre-application advice and Member involvement in accordance with these procedures, in the form of a code of good practice setting out the range of guidance that the authority offers for pre-application advice. (Attached).
 - b) Produce a form for a request for pre-application advice, which specifies the information to be provided by the applicant. No requests for advice will be responded to, or meetings held, without the request form being completed beforehand, except in cases of justifiable urgency at the discretion of the Head of Planning, or in responding to *round robin* type requests, which have been sent to a number of local planning authorities, at the discretion of the Head of Planning (Request form attached).
 - c) All pre-application requests to be treated formally, given a number, entered into the Uniform or similar computer system, and all pre-application advice sent out to be entered into the Uniform system.
 - d) All pre-application advice requests treated as non-confidential. No confidential requests entertained, except where the Head of Planning has recommended to the Chairman, or in his absence the Vice Chairman, of the Planning Committee that there is a significant and justifiable reason why confidentiality should be maintained, and in such cases, the Chairman of the Planning Committee to be involved in all meetings and be provided with copies of all pre-application advice.

(Note: This is contrary to the advice in The National Planning Forum Good Practice Note 2 2005, which states that pre-application advice should respect commercial confidentiality).
 - e) A weekly list of all pre-application enquiries, validly received, be made available to all Council Members in electronic form.
 - f) The Chairman and Vice-Chairman of the Planning Committee, and *defined local members* be advised of all pre-application enquiry meetings in respect of development which falls within the defined Member notification application categories. The advice will be sent by e-mail on the day that the meeting is confirmed, or at the latest on the next working day. It should be noted that this may give little notice of the meeting, if it is being arranged quickly. The date and time of the meeting shall have

already been determined by the officer/developer and shall not be rearranged by, or for, Councillors as this would over complicate and delay the system.

- g) The Chairman and Vice-Chairman of the Planning Committee and the defined local Members notified may attend the meeting if they wish to, but are not required to. Attendance is entirely optional. The Chairman and Vice-Chairman may invite other Councillors to attend, including Portfolio Holders, and Members from adjoining or nearby wards, at their discretion, and should do so if their involvement would be beneficial.

Defined Local Members are:-

Either, local ward members

Or, members of the Council representing any part of the parish within which the proposal lies.

(The Executive to identify which of these is preferred). See Note 2

- h) A standard declaration will be read out at every pre-application meeting attended by Councillors, by the officer conducting the meeting. Members will be invited to introduce themselves and indicate whether they are members of the Planning Committee, or not. The note of the meeting will include a list of members attending, and against each name the officer conducting the meeting will record whether the member made a statement in support of, or against the proposal, which may be predetermination, or predisposition. The details of the statement will not be recorded. Councillors will need to clarify whether any such statement noted was predetermination, or predisposition, if they subsequently attend a meeting of the Planning Committee or Council where a subsequent application is determined. The meeting may discuss the need for Section 106 planning obligations, but if the meeting continues to negotiate these obligations, the Councillor will leave the meeting and not take part in that negotiation. (See standard meeting agenda, attached, and Protocol, attached).
- i) The existing project management procedure DPO6 be amended to provide for the setting up a Planning Performance Agreement where one is requested by the applicant. All meetings on a proposed Planning Performance Agreement, and on the progress of a Planning Performance Agreement up until the submission of the planning application, be notified to, and be open to attendance by, the Chairman and Vice-Chairman of the Planning Committee and the defined local Members, and any other Members specified in the agreement.

- j) The protocol attached to guide Member involvement in pre-application discussions be adopted.
- k) Entering into Planning Performance Agreements is likely to add significantly to the officer time involvement early in the process, and will increase administration costs, and although this process may speed up the application, there is still likely to be an additional resource implication. It may be logistically difficult to deal with a number of such agreements at the same time. The Director of Strategy has advised that, given the limited resources available, planning performance agreements should not be introduced at this time. However, the Government, in its response to the Killian Pretty review in March 2009, wants to encourage the wider use of Planning Performance Agreements, using a simpler approach where appropriate. They will set out these approaches more clearly in new national policy on development management. Provision will therefore be made for such agreements, where specifically requested by an applicant. This situation will need to be monitored carefully, particularly if the target for the speed of determination of major applications is increased to 80% of applications determined within 13 weeks. If this change were brought in it would be difficult to meet the target without taking the most complex applications out of the statistical count by entering into planning performance agreements.

Notes:

1. The procedure, as proposed, will mean that no significant planning advice on larger proposals will be given over the telephone or to members of the public who arrive unannounced in reception, without the prior completion of the request form. However circumstances may arise, for example where information is required urgently in respect of properties going to auction, or there are other significant time constraints or difficulties with waiting for a formal written response. In such circumstances where, in the opinion of the officer concerned, it is reasonable to give informal advice verbally, a note explaining the circumstances and the gist of the advice given, shall be entered into the pre-application advice system.
 2. Where planning permission has been refused and discussions are to commence in respect of a potential re-submission, these will be treated as pre-application discussions in the same way as any other discussions.
 3. Documentation will need minor revision if charges for pre-application advice are also introduced.
24. The changes to pre-application procedures could be launched at a first meeting of a development control customer focus group.

IMPLICATONS

Financial: There may be some minor increase in cost as a result of more pre-application advice being issued in writing. There will be increased administrative costs associated with developing the software to process the information. A separate note taker will be required at larger meetings, particularly those attended by Councillors, and there will be more administration costs in notifying Councillors of meetings, and pre-application responses. It is anticipated that members will not actually attend all meetings, but probably only those ones involving larger and more controversial proposals, and that the additional costs can be absorbed in current budgets. However the situation will need to be monitored.

Legal: There are potentially serious legal consequences if Members do not comply with the protocols for expressing their opinions in pre-application discussions. Where a Member comes to a view on the benefit, or dis-benefit of a proposal before the application is submitted, they must show that they have followed the protocol scrupulously during the application determination, or there is a prima facie case for judicial review.

Human Resources: It is anticipated that a more focused pre-application advice system will entail more officer time and more support staff time, although there may be savings at the application stage.

A separate note taker will be required at larger meetings, particularly those attended by Councillors, and there will be more administration costs in notifying Councillors of meetings, and pre-application responses.

RECOMMENDATION(S)

- 1. The changes to the pre-application process as proposed in the report, including the definition of member notification categories, the request form for pre-application advice, the protocol to guide member involvement in pre-application discussions, the code of good practice, and the standard agenda for pre-application meetings, be approved.**
- 2. The definition of local members be determined by the Executive.**
- 3. The Head of Planning be delegated to amend the wording of the documents approved to correct minor errors, or to improve wording without changing their essential format, and to up date the documents to reflect legislation changes and/or any future policy changes approved by the Council. The changes be launched at a development control customer focus group meeting.**

REASON FOR DECISION TO BE GIVEN IN ACCORDANCE WITH THE CONSTITUTION

The recommendations follow national advice and will enable council members to participate more meaningfully in the planning process.

ATTACHMENTS: Y/N
FILE REFERENCE: 5000
SOURCE DOCUMENT: As referred to in the report.

**PROTOCOL FOR THE INVOLVEMENT OF COUNCIL MEMBERS IN
PRE-APPLICATION DISCUSSIONS WITH
POTENTIAL DEVELOPERS**

1. The Council will organise a training session for all Councillors annually on how Councillors can involve themselves in discussions with developers their constituents and others about planning matters in an effective way which enables them to influence the system.
2. Councillors shall not have meetings with developers about planning proposals without officers being present, and outside this protocol.
3. Councillors will be advised of all pre-application meetings with prospective developers which fall within the notification categories approved by the Council. Councillors may attend these meetings if they wish, but are not required to do so. Meetings will be arranged for the convenience of the prospective developer, and shall not be rearranged for the convenience of Councillors.
4. Councillors should not attend a pre-application meeting with developers where they have a prejudicial interest under the model Code of Conduct.
5. If Councillors attend a meeting, the officer conducting the meeting will read out the following statements at the beginning of the meeting.

Council members have been invited so that they are informed of the draft proposals, can ask questions, and can advise on any emerging or existing community concerns which may be relevant. The role of Councillors who are members of the Planning Committee is to learn about the emerging proposal, identify issues to be dealt with in any further submissions, but not to express any initial view on the proposal as to pre-determine their view on any future formal application.
6. Councillors will introduce themselves to the developer and indicate whether they are a member of the Planning Committee or not. If during the meeting a Council Member expresses a view in favour of, or in opposition to, the draft proposal, this will be recorded in the note of the meeting by the conducting officer with a simple yes/no to indicate that such a view had been expressed, not recording the type of view, nor whether it would constitute pre-disposition or pre-determination.
7. The Councillors should at all times act in accordance with the authority's Code of Conduct.
8. Councillors should not seek to influence those officers present, or put pressure on them, either before, during or after the meeting, to support a particular course of action in relation to the draft proposal.

9. On the standard agenda Section 106 Planning Obligation considerations will be discussed at the end of the meeting. If the meeting moves on to negotiate Section 106 Planning Obligations all Councillors present shall leave the meeting and not take part in those negotiations. (The Council has a procedure for Councillors to become involved in Section 106 Planning Obligation negotiations where named Members are identified by resolution of the Planning Committee to negotiate in respect of specific proposals).
10. All presentations by prospective developers to the Council or the Planning Committee on future proposals must be held in public, and the presentation must be included in the agenda of the meeting, with sufficient information about the presentation and the proposal it covers to enable the public to identify the likely issues and site involved.
11. The use of public forums is encouraged by the Council as part of the pre-public consultation process which should take place in respect of all significant applications, and is encouraged to take place in respect of all major applications. A public forum is a public meeting, where a developer is able to explain proposals directly to Councillors who are likely to be involved in any decision on a subsequent planning application. It enables Councillors, the public and key stakeholders to hear about the proposals at an earlier stage. Prospective applicants present their proposal to the forum, which will be made up of the members of the Planning Committee. Councillors are expected only to seek clarification, not to voice opinions about the merits of the proposal. Speakers appear by invitation only. At the end of the meeting, the aim is to establish a consensus on the important issues, which is recorded in writing and posted on the Council's website. The public forum does not replace a public meeting, but would take place at the request of the developer or the Chairman of the Planning Committee after a public meeting and after a request for pre-application advice has been responded to, but before an application is submitted.

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STANDARD AGENDA FOR PRE-APPLICATION MEETINGS

1. The following will be read out. *The note of this meeting will be a public document.* If the officer conducting the meeting may be the decision maker, he/she will make this clear and explain that *any view expressed is an informal opinion which does not pre-judge the decisions on a future application, which will take into account all material consideration which are pertinent to the proposal at that time, including responses from consultees and comments from members of the public, and the decision of the local planning authority will be made in accordance with the provisions of the development plan where relevant, unless material considerations indicate otherwise.*

2. Where council members are present, the following will be read out by the officer conducting the meeting.

Council members have been invited so that they are informed of the draft proposals, can ask questions, and can advise on any emerging or existing community concerns which may be relevant. The role of Councillors who are members of the Planning Committee is to learn about the emerging proposal, identify issues to be dealt with in any further submissions, but not to express any initial view on the proposal as to pre-determine their view on any future formal application.

If a council member expresses a view in favour of, or in opposition to, the draft proposal, this will be recorded in the note of the meeting by the officer conducting the meeting with a simple yes/no comment, whether the view represents predisposition or predetermination.

The council members present are:-

Councillors introduce themselves, by name, to the meeting, and state whether they are on the Planning Committee, or not.

(The list of Councillor names will be endorsed Yes or No, during or at the end of the meeting, to record comments in support or opposition to the proposal by the officer conducting the meeting).

3. The planning history
4. The relevant planning policies
5. How the proposal matches up to those policies
6. Any changes needed to improve the match with policies
7. Any issues to be considered in the building for life assessment
8. Design issues
 - i) amount
 - ii) layout
 - iii) scale
 - iv) landscaping
 - v) appearance
9. Access issues
 - i) highway
 - ii) pedestrian, cycling, disabled
 - iii) public transport
10. Other material considerations, any other constraints and any other issues raised in consultee replies

11. Any other issues
12. Section 106 planning obligation requirements

(If Section 106 planning obligation requirements are to be negotiated, the Council members will leave the meeting before the negotiation commences).

GJC/LM
01.04.09

Version Two

PLANNING ADVICE BEFORE MAKING A PLANNING APPLICATION A CODE OF GOOD PRACTICE

Do I need planning permission?

Planning permission is usually needed before you can erect a new building or other structure, and you may also need planning permission if you want to change the way in which a building or land is used.

Planning permission may also be needed to make alterations to an existing building or extend it.

If you are unsure about whether planning permission is necessary it is always advisable to contact the planning department. The regulations are complicated, and you will need to provide clear information on what you want to do, and where the site is, before advice can be given to you.

If you want to alter or extend a house or bungalow you should complete the household questionnaire, which is available on the Council's website or can be posted to you (call 01246 242424).

If you want to know whether planning permission is needed for agricultural buildings, the alteration or extension of industrial buildings or warehouses, or the change of use of land or buildings, involving no building or alterations, then you should complete one of the following questionnaires.

Agricultural buildings questionnaire

Industrial and warehouse extensions questionnaire

Changes of use involving no alterations or new building questionnaire

If you want to enquire about the need for planning permission for other minor works, operations or small buildings please provide the following information.

1. A plan showing the location and extent of the site involved, and giving its address if it has one.
2. The details of the development you wish to carry out, including the location of any buildings or structures to be erected, the approximate dimensions of the buildings including the height of the buildings.

3. The details of any structures that you wish to erect, including their location, and height, and the purpose of the structure.
4. The current use of the land and the proposed use of the land once the development has been carried out. If there is more than one use, say where these uses are located on the site, if they don't use the whole site.

The Council may require additional information to clarify the nature of your proposal.

If you want to be certain, for legal purposes, that development you propose to carry out, or a change of use you propose to carry out, does not need planning permission, then you can apply for a formal Certificate of Lawfulness. A fee is charged for such applications. The application form can be obtained from the Council's website or by ringing 01246 242424.

Pre-application advice

Sites submitted for consideration for inclusion in a development plan document, housing land availability assessment, or similar assessment, will not be considered as requests for pre-application advice, unless the person submitting indicates that an application is imminent.

If you are considering carrying out development which will need planning permission then our pre-application advice service will provide you with advice before you submit your application to us.

Benefits

The benefits are that

1. We will explain how any planning policies and other requirements will affect your proposals. We can advise you of any specialist requirements, for example if the proposal affects trees, or historic buildings.
2. We will advise you of any shortcomings with your proposal, or any improvements to your proposal, which would improve the likelihood of it being granted planning permission.
3. We will advise you of information which you will need to submit along with your application, such as a design and access statement, or for example, a detailed report on land stability, or flooding problems, which will be required before your application can be registered as a valid application. The list of information to be sent in along with a planning application is available on **(to be added)**.
4. We will advise you on the contents of any draft documents you have prepared for submission.

5. We will let you know the views of the main consultees, such as the highway authority, on your proposals.
6. We will check the planning history of the site, and advise you of any previous planning decisions which may be relevant in the determination of a new application.
7. If your proposal is a major development, we will tell you if we will want specific financial contributions, for example for local schools, or for affordable housing, where these are appropriate.

What we cannot do

We cannot give you detailed technical advice, draw up plans for you, or design the proposal for you. You may need your own professional help.

What you need to submit

Before preparing your proposals look at the development plan, and any supplementary planning guidance.

The form 'Request for Pre-Application Advice' should be completed and submitted with your proposal. The more information you submit, the better the response from the Council. Vague proposals can only receive vague advice.

The Form is (attached/to be found at)

A planning obligation is a legal agreement with the applicant to make payments, or carry out certain planning obligations, which may be required for some types of larger planning application. If you know that such an obligation will be required, please submit draft heads of terms with your request.

If you are looking for a site to carry out a specific development, but do not have any sites proposed, then you may submit the details of your proposed use, and the characteristics which your preferred site would need to have, and the Council will advise you of any sites it is aware of where planning permission for that type of development has previously been granted and is unimplemented, or any sites which have been specifically allocated for that type of development.

Consulting your neighbours

You are strongly advised to have discussed your proposals with the neighbouring occupiers and owners, and any other person who is likely to be significantly affected by them, before finalising your proposals. Planning applications are public documents and adjoining occupiers are advised of the receipt of the application, and are permitted to make representations about it. It is better for the concerns of local people to be taken into account as part of the design of the proposal, before the application is submitted, rather than during the application process.

Major applications

The Council **expects** applicants who are considering submitting an application which is classified as 'major' to have had pre-discussions with the Council before the application has been submitted.

A 'major' application is:-

the development of over 1,000 square metres of floorspace
the development of 10 houses or more
any site being developed over 1 hectare for non-residential development, or over 0.5 hectares for residential development

Applications for major applications which **have not been** the subject of pre-application advice will be assessed by the Council against the relevant planning policies, and any other material considerations, and then determined. The Council **may not** become involved in negotiating amendments to major applications which have not been subject to pre-application discussions.

The Council **encourages** all applicants for major development to carry out a pre-application public consultation exercise, in accordance with the Council's statement of community involvement, which gives advice on how such consultation should be organised.

Significant proposals

The Council **expects** all applications which are 'significant proposals' to have been the subject of a pre-application public consultation exercise, the details of which shall have first been agreed with the Council, and the results of which will be submitted to the Council along with the application.

These 'significant proposals' are defined as:

industrial, office, retail, and community development in excess of 2,500 square metres
warehouse development in excess of 5,000 square metres
applications requiring the submission of an environmental impact assessment
housing of more than 100 houses
all major applications which are also departures to the development plan.

What is the process for pre-application advice, and what response can I expect?

The Request

Requests for pre-application advice must be sent in writing, along with the relevant information required, and the completed request form.

Your request will be acknowledged within 3 working days.

If the information submitted is not enough to give realistic advice, the request will be returned, with an indication of what further information is required.

We will consult the relevant bodies on your request, and await their reply for 21 working days, before responding to you, so our response will take at least 28 working days. The Council cannot guarantee that other bodies will respond to pre-application requests for advice.

You will be advised if your request will take a longer time to respond to, and why.

Where a proposal raises significant issues for departments of the Council other than the Planning Department, the views of the other departments will be sought and incorporated into the response.

The Advice

The advice from the Council will provide you with the following:

1. An assessment of the application against the current and emerging planning policies in the development plan, highlighting specifically any conflicts or deficiencies with the development plan policies.
2. The comments of any other bodies received, and/or an indication of which other bodies still need to be consulted.

3. An assessment of the planning history of the site, and any information in that planning history, either from a previous planning decision in the last ten years, and any recent comment from a consultee in the last five years, which would be pertinent to the proposal.
4. The opinion of the officer writing the letter as to whether the proposal would be likely to be in accordance with the policies of the development plan, or could be altered into a format which would be likely to comply with the policies of the development plan. The officer involved will be of a level of seniority appropriate to the scale of your proposal. If the development is not likely to comply with the policies of the development plan, we will tell you whether any information submitted with the pre-application advice is likely to be influential when a decision is made. If uncertainty exists, this will be made clear, but please note that informal advice is not a guarantee that a formal decision will be the same, as formal decisions are taken on the information available at the time, which may be different, and planning policies and guidance change over time.
5. A case officer will be named, who you can contact in the future.

Meetings

Meetings will only be held to discuss pre-application proposals if the information required has been submitted beforehand. This information cannot be provided on the day of the meeting, as this will not give enough time for it to be considered.

We will usually agree to meetings, but will deal with pre-application requests in writing only if there are not enough staff available to attend meetings.

It is the Council's policy to notify the Chairman and Vice-Chairman of the Planning Committee, and (**local members, definition to be added**) of **all** pre-application meetings, and these Council members may attend these meetings if they wish to.

The protocol for Member involvement in pre-application meetings is available on the Council's website, or by post by telephoning (**phone number**).

Staff from other departments can be invited to the meeting, on your request, to discuss other aspects of the proposal, such as licensing, or grants.

A note will be made of meetings, and a copy will be forwarded to you.

Confidentiality

Pre-application discussions are **not** confidential. Although the details are not placed on a public register, your request for advice, any information you have submitted with it, the notes of any meetings which take place and our advice response, will all be disclosed under the Freedom of Information Act to members of the public.

Under the Data Protection Act pre-application requests, information and responses and notes of meetings are retained for (10?)years.

GJC/LM/Version 1 Request Form 01.04.09

REQUEST FOR PRE-APPLICATION ADVICE

Your Name:

Your Address (for correspondence)
.....
.....

| |
|-----------------|
| For Council Use |
| Date Received: |
| Number: |
| Case Officer: |

Telephone Number:

Email Address:

Address or Location of Your Proposal

(If the site has no address, include the name of the road it takes access off, and the name of the nearest village).

.....
.....

What is the site used for now?

| |
|--|
| |
|--|

What will the site be used for?

| |
|--|
| |
|--|

Include the existing use, if it will remain. If more than one use is proposed, your plans should show where the different uses will be located on the site. If people will be employed, say how many. If people will live on the site, say how many new dwellings are proposed. If your proposal is commercial, how many vehicles will visit the site daily/weekly, and what type of vehicles will these be?

What are your proposals?

(Describe your proposals. If you propose buildings, give their approximate size, height and number of storeys. Describe any other structures proposed).

Area of the site in hectares

If commercial buildings are proposed, please give the proposed floorspace for each use, in sq. metres.

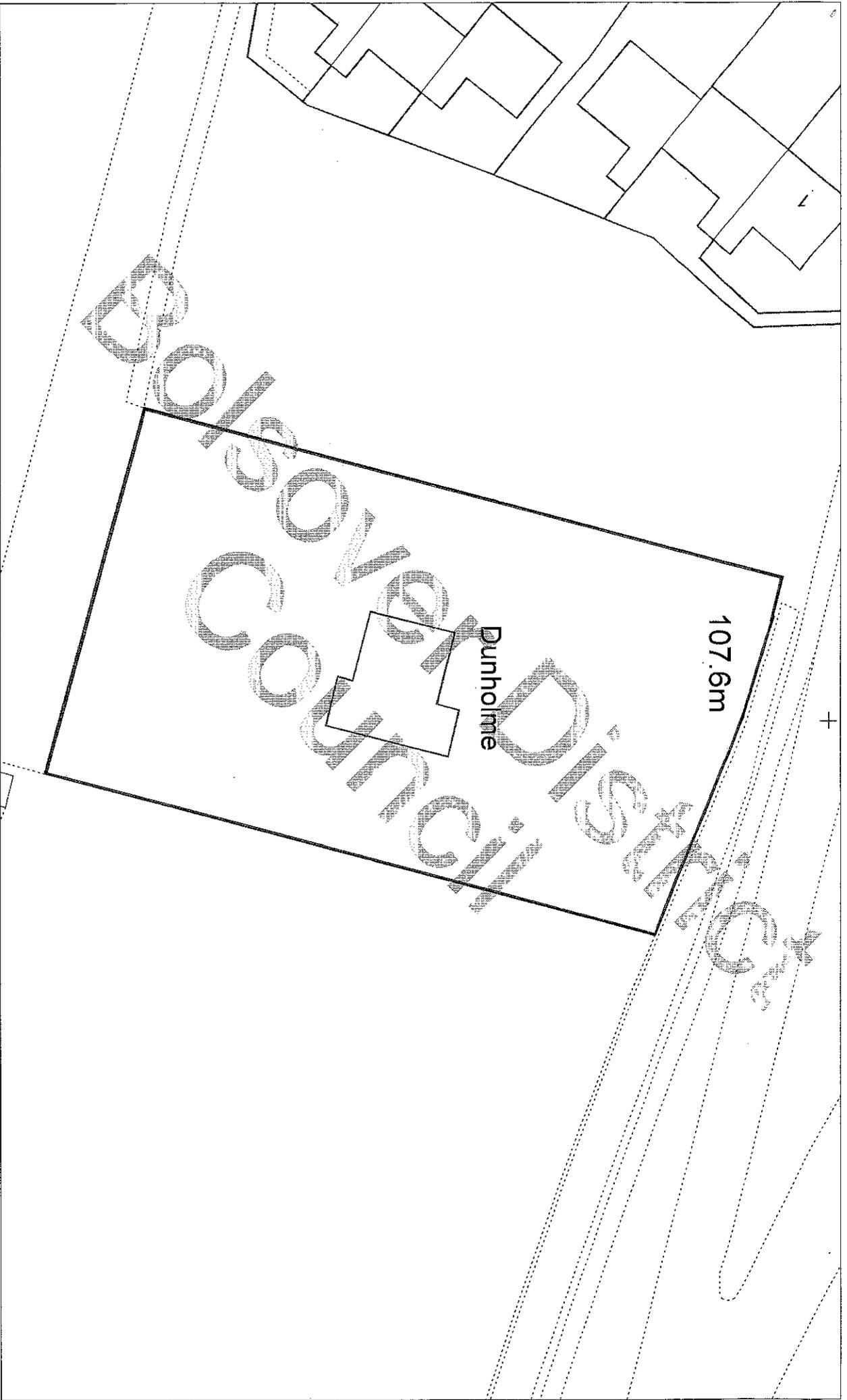
Essential Additional Information

Please tick that you have also enclosed the following information, without which your request cannot be considered.

| | | |
|----|---|--|
| 1. | A site location plan at 1:1250 or 1:2500 (Ordnance plans can be obtained from *****) | |
| 2. | Sketch drawings of any buildings you propose, including elevations, at suitable scales (1:100 for elevations/floor plans, 1:500 for layout plan). | |
| 3. | A draft design and access statement, which includes the proposed access points to the site, (except for householder proposals not in a conservation area, and changes of use of land or buildings.) | |
| 4. | For substantial (large major) applications, details of public consultation carried out, or proposed. | |

Optional Information

| | | | |
|----------------------|--|---|--|
| Photographs | | Flood Risk Assessment | |
| Transport Assessment | | Environmental Impact Assessment | |
| Site Survey | | Draft heads of terms for a planning Obligation (where applicable) | |



Site of Dunholme, Doe Lea

14 April 2009

Scale: 1:500

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EXECUTIVE AGENDA

Monday 11th May 2009 at 1000 hours

| Item No. | | Page No.(s) |
|----------|---|---------------|
| | PART 1 – OPEN ITEMS | |
| 1. | To receive apologies for absence, if any. | |
| 2. | To note any urgent items of business which the Chairman has consented to being considered under the provisions of Section 100(B) 4 (b) of the Local Government Act 1972. | |
| 3. | To receive declarations of interest in respect of business on the agenda and any urgent additional items to be considered at the meeting. | 3 |
| 4. | To approve the minutes of a meeting held on 6 th April 2009. | 4 - 9 |
| 5. | Recommended Item from Scrutiny Committee held on 17 th March 2009 – Minute No. 813 - Discretionary Services Review Report for Arts and Cultural Events, Community Development and Welfare Services and Grant to Junction Arts. Recommendation on Page 10 | 10 - 22 |
| 6. | Recommended Item from Scrutiny Committee held on 17 th March 2009 – Update of the Review of Member Service Review Panels. Recommendation on Page 23 | 23 - 40 |
| 7. | Recommended Item from Scrutiny Committee held on 17 th March 2009 – Improving Streets and Villages. Recommendation on Page 41 | 41 - 51 |
| 8. | Rent Arrears – verbal update. | Verbal Report |
| 9. | Arrears – Irrecoverable Items over £1000 | 52 - 55 |
| 10. | Compliments, Comments, Complaints and Freedom of Information Requests. | 56 - 93 |
| 11. | Key Decision Notices from the Joint Board held on 31 st March 2009. | 94 - 100 |
| 12. | Amended system for pre - application planning advice | 101 - 121 |
| . | | |

PART 2 – EXEMPT ITEMS

The Local Government (Access to Information) Act 1985, Local Government Act 1972, Part 1, Schedule 12a.

Paragraph 3

| | | |
|----|--|-----------|
| 13 | Surrender of Dunholme Lease. | 122 - 124 |
| 14 | Asset Management Plan Expenditure | 125 - 129 |
| 15 | Kissinggate Leisure Centre Fire Reinstatement Works. | 130 - 133 |