

EXECUTIVE

**30th NOVEMBER 2009
AT 1000 HOURS**

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www.bolsover.gov.uk or by e-mail from equalities.officer@bolsover.gov.uk

Minicom: 01246 242450 Fax: 01246 242423

Sherwood Lodge
Bolsover
Derbyshire
S44 6NF

Date: 20th November 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, 30th November, 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 199 to 200.

Yours faithfully,



Chief Executive Officer
To: Chairman & Members of the Executive

DECLARATION OF INTERESTS

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DATE: 30th November 2009

NAME OF MEMBER- _____

Levels of Interest 1. Personal
 2. Personal and prejudicial

Nature of Interest _____

AGENDA ITEM	SUBJECT	LEVEL OF INTEREST
Signed		
Dated		

Note

Completion of this form is to aid the accurate recording of your interest in the minutes only. This form, duly signed, should be provide to the Clerk at the conclusion of the meeting.

Good practice to give nature of interest – without declaring any confidentiality.

It is still your responsibility to disclose any interests which you may have at the commencement of the meeting, and before the relevant item on the agenda is discussed.

A nil return is not required.

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Minutes of a meeting of the Executive of the Bolsover District Council held in the Council Chamber, Sherwood Lodge, Bolsover, on Monday, 2nd November 2009 at 1000 hours.

PRESENT:-

Members:-

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:-

W. Lumley (Chief Executive Officer), S.E.A. Sternberg (Solicitor to the Council and Monitoring Officer (to Minute No. 434)), A. Turner (Legal and Standards Officer (from Minute No. 434)), S. Tomlinson (Director of Neighbourhoods), J. Brooks (Director of Resources), K. Drury (Customer Service and Access Officer (to Minute No. 434)), A. Lowery (Street Services Manager (to Minute No. 434)), B. Truswell (Head of Shared Procurement) and A. Bluff (Democratic Services Officer).

425. APOLOGIES

There were no apologies for absence.

426. URGENT ITEM OF BUSINESS

The Chair consented to an urgent item of business to be considered; 'Procurement of Gas and Electricity', which would be discussed after agenda item eleven, Financial Management Performance Quarter 2 in 2009/10.

427. DECLARATION OF INTERESTS

There were no declarations of interest made.

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428. MINUTES – 5TH OCTOBER 2009

Moved by Councillor A.F. Tomlinson, seconded by Councillor J. E. Bennett
RESOLVED that the minutes of a meeting of the Executive held on 5th October 2009 be approved as a true record.

429. CHANGE TO MEMBER ON OUTSIDE BODY – JOINT CREMATORIUM COMMITTEE

Further to the Executive meeting held on 15th June 2009 where Councillor Hodkin had been appointed as the Council's representative on the Chesterfield and District Joint Crematorium Committee; it was now proposed that Councillor Hodkin be replaced by Councillor Bowman and that the Joint Crematorium Committee be notified accordingly.

Moved by Councillor J.E. Bennett, seconded by Councillor B.R. Murray-Carr
RESOLVED that Councillor K. Bowman replaces Councillor A. Hodkin on the Chesterfield and District Joint Crematorium Committee and that the Joint Crematorium Committee be notified accordingly.

(Head of Democratic Services)

430. KEY DECISION NOTICES FROM THE JOINT BOARD HELD ON 15TH SEPTEMBER 2009

The Chair presented the key decision notices from the Joint Board held on 15th September 2009.

Moved by Councillor E. Watts, seconded by Councillor A.F. Tomlinson
RESOLVED that the Key Decision Notices from the Joint Board held on 15th September 2009 be approved.

431. WORKING NEIGHBOURHOODS FUND (WNF)

The Chief Executive Officer presented the report to seek Member endorsement of an agreement made by the Chief Executive Officer in consultation with the Leader of the Council to suspend Contract Standing Orders 4.8.3, 4.8.4, 4.8.5 and 4.8.6, in relation to an initiative that would enable the activities of Chesterfield Law Centre to be extended into the District of Bolsover.

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The project would give people living in the District of Bolsover access to specialist free legal services and clients with enquiries about their employment would be able to access specialist employment advice via a dedicated telephone service.

Moved by Councillor K. Bowman, seconded by Councillor B.R. Murray-Carr
RESOLVED that the decision of the Chief Executive Officer taken in consultation with the Leader of the Council to suspend Contract Standing Orders 4.8.3, 4.8.4, 4.8.5 and 4.8.6 for the reasons given above in relation to Chesterfield Law Centre be endorsed.

(Chief Executive's and 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.**

432. PATCH MANAGEMENT POLICIES – LITTER AND DOG BIN POLICY

The Street Services Manager presented the litter and dog bin policy. The policy had been approved at Scrutiny Committee on 13th October 2009.

Members raised various questions.

In response to a question raised by Councillor McGregor, the Street Services Manager advised Members that some flexibility was needed in the policy as each area had its own unique requirements for emptying of bins; he added that every bin in the District would be identified and monitored to have its own frequency for emptying.

Lengthy discussion took place.

In response to a question raised by Councillor Syrett, the Street Services Manager advised Members that Parish and Town Councils were Litter Authorities in their own right as was Derbyshire County Council; this Authority could empty litter / dog bins on their behalf but a charge would be applied.

The Director of Neighbourhoods added that he had been undertaking a number of 'back to the floor' sessions, including the monitoring of litter bins; he added that litter bins in lay-bys and junctions needed to be targeted and also what the Authority could do in terms of better enforcement and catching litter culprits.

Moved by Councillor D. Kelly, seconded by Councillor B.R. Murray-Carr
RESOLVED that 1) the Patch Management Group ensure that departmental

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procedures are in place to deliver the policy,

2) the litter and dog bin policy be approved and implemented from 1st January 2010.

(Street Services Manager / Patch Management Group)

Reason for decision: **To improve the way in which the provision of litter and dog bins is dealt with by the Council.**

433. COMPLIMENTS, COMMENTS, COMPLAINTS AND FREEDOM OF INFORMATION REQUESTS - 1ST JULY 2009 TO 30TH SEPTEMBER 2009

The Customer Service and Access Officer presented the quarterly report for Compliments, Comments, Complaints and Freedom of Information Requests for the period 1st July 2009 to 30th September 2009.

Members raised questions with regard to various complaints in the report and requested further clarification on some items.

The Customer Service and Access Officer confirmed that if a customer required more detailed information to what had been released in the press, this would have to be a Freedom of Information (FOI) request; she added that as a matter of routine Members would always be informed if the FOI request concerned them.

Discussion took place.

Moved by Councillor D. McGregor, seconded by Councillor A.F. Tomlinson
RESOLVED that the report be received.

Reason for decision: **To keep Members informed of volumes and trends regarding compliments, comments, complaints and freedom of information requests.**

The Solicitor to the Council, the Customer Service and Access Officer and the Street Services Manager left the meeting at this point.

The Legal and Standards Officer entered the meeting at this point.

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434. CHANGES TO THE IDOX UNIFORM SYSTEM

The Director of Resources presented the report which gave details of changes to the Idox Uniform system.

Idox were proposing that the Council pay a one off cost to purchase the Uniform software of £39,000 and then pay an annual maintenance charge; this would reduce the annual payments making a saving on support and maintenance of £11,773 which would be returned annually to the reserve.

From the end of September 2009, the current version of the Land Charges software would not be supported. The new upgraded version; TLC, would cost £23,450 and it was proposed to fund this partially from the ICT and Office Equipment reserve and partially from the saving for the Idox post.

Implementation of TLC would not take place until the vacant IT post was filled and the officer trained on the Idox system; this was likely to be in the New Year.

Councillor Kelly raised concern that departments who used the Uniform system were currently experiencing problems with it and as there was no longer a dedicated ICT officer to help, this needed to be addressed urgently.

The Director of Resources replied that it was hoped to train two members of staff on the Idox system as well as receiving assistance from the supplier.

Moved by Councillor D. McGregor, seconded by Councillor A.J. Hodkin
RESOLVED that the purchases be approved on the basis outlined in the report.

(Director of Resources)

Reason for decision: **To ensure that the Council's software systems deliver the small saving identified, deliver value for money and that any risk is minimised.**

435. FINANCIAL MANAGEMENT PERFORMANCE QUARTER 2 IN 2009/10

The Director of Resources presented the second financial management report of 2009/10 which gave detailed performance against the budgets set by Members in March 2009.

Five appendices were attached to the report which gave further detailed breakdown of the budgets. The report also took into account the update provided to Members at the end of the first quarter.

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Members asked questions.

Moved by Councillor J.E. Bennett, seconded by Councillor E. Watts

RESOLVED that 1) the second quarter performance on budgeted income and expenditure for the General Fund, Housing Revenue Account and Capital Programme be noted,

2) the second quarter review of the main areas covered by the Budget Risk Assessment be noted,

3) the report on the Treasury Management activities and Prudential Indicators be received,

4) changes to the HRA budgets be reported to the next Council meeting.

(Director of Resources)

Reason for decision: **The Executive can evidence robust consideration of the details associated with the financial performance of the Council.**

436. FUTURE PROCUREMENT OF GAS AND ELECTRICITY

The Head of Shared Procurement presented the report.

The Council currently participated in a framework set up by Nottinghamshire County Council for the procurement of gas and electricity and paid a fee of approximately £3,000 per annum for the privilege of making use of the framework.

On expiry of the two year contracts on 31st March 2011, Nottinghamshire County Council (NCC) would be placing their energy requirements with Buying Solutions; another central purchasing body, for the delivery of both gas and electricity. Buying Solutions currently supplied energy to all central government departments, (except the Department of Works and Pensions), and around 126 Local Authorities. Following detailed benchmarking, the Buying Solutions framework was the best option for Bolsover District Council.

Members asked questions and discussion took place.

Councillor McGregor queried if parish councils could be involved in the framework. The Head of Shared Procurement replied that the contract was open to any public authority and collectively parish councils would have a usage which would be worth investigating.

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Moved by Councillor E. Watts, seconded by Councillor A.F. Tomlinson

RESOLVED that 1) the Council join the Buying Solutions energy purchasing framework and the contract be endorsed by the Solicitor to the Council,

2) the contract is carefully monitored by the Property and Estates Manager so that any review periods are dealt with correctly.

(Head of Shared Procurement / Solicitor to the Council / Property and Estates Manager)

Reason for decision: To ensure the Council achieves best value in its purchase of energy in the future.

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

Moved by Councillor E. Watts, seconded by Councillor A.F. Tomlinson

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

438. TENDER FOR THE REPLACEMENT OF 16 No. KITCHENS AT BRIAR CLOSE, SHIREBROOK

Three tenders for the above contract had been received before the deadline.

Moved by Councillor A.F. Tomlinson, seconded by Councillor E. Watts

RESOLVED that 1) the Executive witness the opening of the tenders,

2) the tenders be passed to the Evaluation Team for final evaluation,

3) a report for Members' information providing details of the tenders and evaluation process be submitted.

(Head of Shared Procurement)

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Reason for Decision: In order to secure the lowest tender and best value for money in accordance with Standing Orders Contracts.

The date for final evaluation of these tenders is 4th November 2009 at 10.00am in the Executive Meeting Room.

The meeting concluded at 1205 hours.

Recommended item from Scrutiny Committee held on 13th October 2009

390. POLICY AND PERFORMANCE MANAGEMENT GROUPS

(1) PROGRESS ON REVIEWS

(a) PPMG1 - Review of Expenditure within PPMG1's Remit

The Chair of PPMG1 presented the report which gave details of the review of the expenditure budgets of ICT, Democratic Services, Legal Services and Finance.

A discussion took place regarding Members allowances.

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

RECOMMENDED that (1) the use of the LGA and LGEM services by the Authority are assessed annually before the budget is assigned,

Moved by Councillor H. Gilmour and seconded by Councillor R. Turner

RECOMMENDED that (2) the Directors be asked to promote the services, within their departments, provided by LGA and LGEM to ensure that the Authority is exploiting the facilities,

Moved by Councillor H. Gilmour and seconded by Councillor R. Turner

RECOMMENDED that (3) there be a review of the postal arrangements to promote best practice in all departments to result in a reduction in postal costs across the Council,

Moved by Councillor H. Gilmour and seconded by Councillor J.A. Clifton

RECOMMENDED that (4) there be a review of the distribution of items to Members and proposed options to meet the Members and legal requirements to minimise the cost to the Authority,

Moved by Councillor H. Gilmour and seconded by Councillor S. Peake

RECOMMENDED that (5) there be a review of the frequency of meetings to consider reducing the volume to reduce the cost to the Authority,

Moved by Councillor H. Gilmour and seconded by Councillor J.A. Clifton

RECOMMENDED that (6) a finance stream be developed so that the cost of Local Assessment Sub-Committee hearings to the Authority can be fully understood,

Moved by Councillor H. Gilmour and seconded by Councillor R. Turner

RECOMMENDED that (7) a review be undertaken of what is being held in archives by each department with a target to move to electronically held data to reduce the cost to the Authority,

Moved by Councillor H. Gilmour and seconded by Councillor M. Dooley

RECOMMENDED that (8) there be a plan to minimise the storage space at Pleasley Vale Mills including regular reminders that the retention guidelines are being applied and periodic spot checks to ensure adherence,

Moved by Councillor H. Gilmour and seconded by Councillor M. Dooley

RECOMMENDED that (9) the contract for the secure collections be reviewed to reduce the cost to the Council,

Moved by Councillor H. Gilmour and seconded by Councillor B.W. Hendry

RECOMMENDED that (10) Best practice in delivering savings that is demonstrated within the departments, be shared across the Authority,

Moved by Councillor H. Gilmour and seconded by Councillor R. Turner

RECOMMENDED that (11) the previous recommendations be forwarded to the Executive for their approval,

Moved by Councillor H. Gilmour and seconded by Councillor K. Walker

RESOLVED that (12) the review be closed.

(Scrutiny and Policy Officer/Head of Democratic Services)

Council/ Committee:	Scrutiny	Agenda Item No.:	9(1)(a)
Date:	13 October 2009	Category	
Subject:	Review of Expenditure within PPMG1's remit	Status	Open
Report by:	PPMG1		
Other Officers involved:	Scrutiny and Policy Officer		
Director	Solicitor to the Council and Director of Resources		
Relevant Portfolio Holder	Cabinet Member for Corporate Efficiency		

RELEVANT CORPORATE AIMS

STRATEGIC ORGANISATIONAL DEVELOPMENT – Continually improving our organisation.

TARGETS

Delivery of the recommendations will support the target:
Minimise Council Tax increases by achieving our efficiency target of £1,078,000 by March 2008 and subsequent government targets to March 2011.

VALUE FOR MONEY

The recommendations highlight will ensure that the opportunities identified will provide efficiencies and savings for the Council.

THE REPORT

Report attached.

ISSUES FOR CONSIDERATION

As outlined in the attached report.

IMPLICATIONS

Financial :None

Legal :None

Human Resources : None

RECOMMENDATIONS

- 1. The use of the LGA and LGEM services by the Authority are assessed annually before the budget is assigned,**
- 2. The Directors be asked to promote the services, within their departments, provided by LGA and LGEM to ensure that the Authority is exploiting the facilities,**
- 3. There is a review of the postal arrangements to promote best practice in all departments to result in a reduction in postal costs across the Council,**
- 4. There is a review of the distribution of items to members and propose options to meet the members and legal requirements to minimise the cost to the Authority,**
- 5. There is a review of the frequency of meetings to consider reducing the volume to reduce the cost to the Authority,**
- 6. A finance stream is developed so that the cost of Local Assessment Sub-Committee hearings to the Authority is fully understood,**
- 7. A review of what is being held in archives by each department with a target to move to electronically held data to reduce the cost to the Authority,**

- 8. There is a plan to minimise the storage space at Pleasley Vale Mills including regular reminders that the retention guidelines are being applied and periodic spot checks to ensure adherence,**
- 9. That the contract for the secure collections is reviewed to reduce the cost to the Council,**
- 10. Best practice in delivering savings that is demonstrated within the departments is shared across the Authority,**
- 11. The previous recommendations be forwarded to the Executive for their approval,**
- 12. The review is closed.**

ATTACHMENT: **Y**

FILE REFERENCE: Revenue budget review PPMG1 report for Scrutiny
160909final.doc

SOURCE DOCUMENT:

Review of expenditure within PPMG1's remit Scrutiny Review

September 2009

By PPMG1

Cllr Bowmer
Cllr Connerton
Cllr Gilmour
Cllr Mills
Cllr Crane
Cllr Turner
Cllr Waring
Cllr Hodkin

The aim of review was to identify any possible savings within the remit of PPMG1.

May I take this opportunity to thank all the members of the group and our executive member for his continued support.

Contribution and commitment to the work and attendance at the extra meetings to achieve the deadlines set for the end of September.

My thanks go to the heads of service who have been very helpful both in the group and meeting me on an individual basis, providing me with any additional information required within their budget expenditure.

I would also like to give my thanks to our Scrutiny Officer Bernie for all her hard work and support during these budget reviews and her increased workload.

Hilary Gilmour
Chair of PPMG1

Introduction

The Council has a financial shortfall of £1.1m for 2009/10. This is expected to be a similar situation for the following years.

As this review covers internal services it is not appropriate to involve the community.

Reason for the Review

To identify any immediate savings and areas for further investigation within each departments budget by September 2009

The review will cover the expenditure budgets of ICT, Democratic Services, Legal and Finance but will exclude the work being completed by other groups

The Review

During the review the group considered information from the following areas:

- Budget details for each department
- Service Plans for each department
- Overview of the service
- Interviews with the Heads of Service

The group investigated the £23,670 allocated for subscriptions. Finance supplied the details of subscriptions paid to LGA, LGEM and Knowshare Ltd and the services that they provide. The group contacted each Head of Service, SMT and the Executive to assess the impact of withdrawing the subscriptions. The responses highlighted the fact that Knowshare had been withdrawn. From the limited responses received the group felt that the LGA and LGEM services were being used and therefore needed to be retained.

Recommendations:

1. The use of the LGA and LGEM services by the authority are assessed annually before the budget is assigned
2. The Directors be asked to promote the services, within their departments, provided by LGA and LGEM to ensure that the authority is exploiting the facilities

The group reviewed the Democratic Services department list of responsibilities within the team, the breakdown of time spent on the activities and the breakdown of the monthly postal off-charges for May 09. The team rotate their roles every 2 years and the group reviewed the roles within the department. They considered the process of the production of committee agendas and minutes. The group

recognised that from May 2007, there had been an increase in work caused by the obligation upon the Council to hold Local Assessment Sub-Committees for complaints against Members and that there had been no increase in budget. The parish hearings have been imposed on them and it was confirmed that there was no extra funding and the group were concerned about the increase in member and officer time for the hearings. They have no budget for the elections as and when they occur and the costs are reimbursed. The group discussed the potential efficiencies in the items that are issued out to members including:

Issuing the weekly meeting schedule A4 flat in one envelope rather than folding it and reducing the postage cost
Members collecting the agendas rather than being posted
Using 2nd class as standard for postal items
Having one weekly despatch to members rather than several

Scott Chambers had suggested that non-urgent items are included in the members newsletter rather than being posted e.g. the weekly meeting schedule.

Recommendation:

1. There is a review of the postal arrangements to promote best practice in all departments to result in a reduction in postal costs across the Council
2. There is a review of the distribution of items to members and propose options to meet the members and legal requirements to minimise the cost to the authority
3. There is a review of the frequency of meetings to consider reducing the volume to reduce the cost to the authority
4. A finance stream is developed so that the cost of Standards hearings to the authority is fully understood.

The group considered the use of relief casuals and the archiving space at Pleasley Vale Mills (cost £11,070). The group felt that archiving should be kept to a minimum and there needed to be regular reminders to departments to remove out of date items and spot checks to minimise the volume of space required.

Recommendation:

1. A review of what is being held in archives by each department with a target to move to electronically held data to reduce the cost to the authority.
2. There is a plan to minimise the storage space at Pleasley Vale Mills including regular reminders that the retention guidelines are being applied and periodic spot checks to ensure adherence.

The group consider the contract for the secure cash collections (cost £12,240). On investigation it appeared that there was also money in the CSPD and the Leisure budgets that covered the cost of the secure collections from the contact centres, leisure centres and Frederick Gent School. The contract has not been reviewed for a long time. The group questioned if there had been a reduction due to the fact that there had been no collections from Kissingate while it had been closed.

Recommendation:

1. That the contract for the secure collections is reviewed to reduce the cost to the Council

The group moved on to look at the finance department's budget. The group reviewed the departmental structure in the service plan and the list of services that they provide.

The department had taken on board the savings and had been able to reduce the staffing by changing how they work. They try to accommodate requirements for those with childcare demands. They have peaks and troughs and allow staff to take time off or unpaid leave during the quiet times.

September to November was a busy period compiling the budget, in December they are busy with the Council Tax and between April and June they are completing the statement of accounts. They have had 0.5 duty on maternity leave for 12 months and have managed to cover the work between the team. They have streamlined the work and when staff members have left they have not been replaced which has created the cashable savings. An example of this is where they have developed an IT system to check the bank statement which has saved 1.5 hours per day. At their team meetings they have an item 'why do we do that?' to ensure that the staff are engaged and resulted in charging for mobile phones quarterly instead of monthly. If they need extra hours they use overtime rather than agency staff as they cost £200 per day. To reduce the cost of storage for archiving they are going paperless by scanning documents. The group felt that this could be shared across the departments. The group discussed the area and felt that they are proactive.

Recommendation:

1. Best practice in delivering savings that is demonstrated within the departments is shared across the authority

The group investigated the Legal department's budget and the potential for savings. The majority of the budget is staffing costs and they are currently carrying vacancies although some is being utilised for the temporary enforcement

officer role. They are planning to review the staffing before the temporary post comes to an end and the group felt they should wait for the outcome of this review.

With the increase in standards complaints locally the impact in this department has also increased with the extra work for the standards hearings and this will be monitored with the introduction of recommendation 6.

The group discussed the ICT department but felt that due to the staff shortages and potential of sharing the service with other authorities they would be no value in this area being scrutinised.

Recommendations

Please see pages ** and ** of the covering report.

Recommended Item from Scrutiny Committee held on 13th October 2009

392. POLICY AND PERFORMANCE MANAGEMENT GROUPS

(1) PROGRESS ON REVIEWS

(b) PPMG2 - Fees and Charges Budget Review

The Chair of PPMG2 gave an overview of the review carried out into the Fees and Charges Budget.

It was noted that the review had been a very interesting exercise and a question was asked regarding how the decisions of the Executive would be fed back to the PPMG.

The Director of Resources noted that feedback would be delivered through the meetings set up as part of the budget process.

Moved by Councillor J.A. Clifton and seconded by Councillor J. Morley

RECOMMENDED that (1) as a matter of urgency, relevant professionals re-examine the findings in this report to confirm or reject areas for potential savings/increased income,

(2) the Council review its policies with specific focus on how they impact on the Council's budget/financial health,

(3) the recommendations be forwarded to the Executive for approval.

(Scrutiny and Policy Officer/Head of Democratic Services)

Council/ Committee:	Scrutiny	Agenda Item No.:	9(1)(b)
Date:	13 October 2009	Category	
Subject:	Fees and Charges Budget Review	Status	Open
Report by:	PPMG2		
Other Officers involved:	Scrutiny and Policy Officer		
Director	Chief Executive Officer		
Relevant Portfolio Holder	Cabinet members for Efficiency, Environment, Regeneration, Social Inclusion and Housing Management		

RELEVANT CORPORATE AIMS

STRATEGIC ORGANISATIONAL DEVELOPMENT – Continually improving our organisation. It is expected that the outcome of the review will contribute to the priority to continue to monitor, review and improve the economy, efficiency and effectiveness of all Council services.

TARGETS

There are no specific targets in the Corporate Plan for the review however the aim is to minimise the Council's financial shortfall.

VALUE FOR MONEY

The review identifies potential areas for the Council to increase its income.

THE REPORT

The report for the review is attached.

ISSUES FOR CONSIDERATION

Whether to endorse the review.

IMPLICATIONS

Financial : If the recommendations are delivered this provides a potential for increasing the Council income by £1,653,464

Legal : None

Human Resources : None

RECOMMENDATION

- 1. That as a matter of urgency, relevant professionals re-examine the findings in this report to confirm or reject areas for potential savings/increased income**
- 2. That the Council reviews its policies with specific focus on how they impact on Council's budget/financial health**
- 3. That the recommendations be forwarded to the Executive for approval**

ATTACHMENT: Y
FILE REFERENCE: Fees and charges report for Scrutiny – Final
230909.doc
SOURCE DOCUMENT:

Scrutiny review of fees and charges
applied by Bolsover District Council

By PPMG2

Cllr Brindley
Cllr Brooks
Cllr Clifton
Cllr Cook
Cllr Heffer
Cllr Wallis
Cllr Walker

September 2009

This is the first review I have undertaken as the new chair of PPMG2, and may I say that it has been quite a steep learning curve! When we were tasked with the job of reviewing Bolsover District Council's fees and charges, my immediate thoughts were what an enormous and difficult task it would be... and it was. I can, however, say that once some initial research and thought had been put into it, and with the help and support of many officers and councillors, PPMG2 produced this report.

The findings will hopefully provide some interesting reading, and the recommendations some food for thought and serious consideration. Interestingly, in addition to specific recommendations about individual fees and charges, what have emerged are some over-arching corporate issues that significantly impact on the effectiveness of the Council's overall management of its fees and charges.

I should like to thank the members of PPMG2 for all their hard work on this review, as well as officers and fellow councillors who have given us assistance. I particularly wish to express my thanks to Bernadette O'Donnell for all the help and support she has given to us throughout this review. This is especially relevant as she has not only supported PPMG2, but also the other three scrutiny groups, to bring their reports to completion simultaneously.

Sue Wallis
Chair of PPMG3

1. Recommendations

That as a matter of urgency, relevant professionals re-examine the findings in this report to confirm or reject areas for potential savings/increased income

That the Council reviews its policies with specific focus on how they impact on Council's budget/financial health

The recommendations be forwarded to the Executive for approval

The group has identified the following detailed recommendations. These are at the following levels:

- for the whole Council (below)
- individual departments (below)
- specific fees or charge (detailed on the individual capture sheets)

The Council

1. Develop a charging policy which:

- Reflects the Council's priorities
- Sets out the principles of the charging culture
- Can be changed when priorities change
- Guides the way on how the fees and charges are set
- Enables consistent application across the authority
- Documents the process for setting and reviewing fees and charges

2. Develop a fees and charges directory which feeds in to the review process and provide the rationale for each charge
3. Consider reviewing fees and charges on a more regular basis in line with external and internal factors
4. Identify the real unit costs for the services (only minimal available) and when VAT should be applied
5. Increase the capacity of the organisation for budget management by:
 - Providing increased support that is targeted and appropriate
 - Ensuring that managers have the time and skills to manage the finances effectively
 - Fostering an understanding of the corporate financial position to promote more efficient budgeting across the organisation at all levels
 - Regular monitoring of the budget (avoiding year end spending)
 - Ensuring there is effective long term planning
6. Communicate to residents in annual tax bill how income from fees and charges subsidises their payments
7. Consider how the residents are consulted on potential changing in fees and charges

Housing

8. Develop a system to ensure more robust financial intelligence
 9. Establish/clarify accurate unit costs for services as appropriate
 10. Review Council decisions/policies where relevant
 11. A cross-discipline team re -visit the areas highlighted in this report for potential savings/increased income
- (Specific fees or charge recommendations see Appendix D)

Street Services

12. Support from finance should be proportional to the size of the budgets and monthly review need to be held for the department
 13. There needs to be continuity for the larger budget areas to ensure that long term decisions are not lost.
 14. Street services budget needs to be calendarised to reflect the seasonal nature of the service rather than dividing the budget by 12
 15. Investigate the potential to reduce costs including:
 - the fuel costs across the service e.g. buying in bulk when it is cheaper, changing to agricultural fuel ?
 - Fuel efficiency driving courses
 - Fitting tracking devices to the vehicles
- (Specific fees or charge recommendations see Appendix E)

Leisure

16. The unit costs needs to be understood across the service
 17. Investigate the opportunity to sell sportswear to provide the profit as income?
- (Specific fees or charge recommendations see Appendix F)

Regeneration

The group had concerns that there appeared to be no accurate costings for the admin and management time to ensure that the true costs were being recovered especially in the issue of licences. The majority of the income in this area is affected by the market conditions and therefore has to be responsive to the economic climate.

(Specific fees or charge recommendations see Appendix G)

Land Charges

The group had no concerns when they investigated land charges and felt that good practice was in place. However, they felt that they needed flexibility to change in response to the market which is included in the high level recommendations.

Outstanding areas

Due to the large workload within the limited timescales the group were unable to complete all the activities that they had intended.

Therefore the following areas still need to be investigated:

18. The status of charging for Discretionary services is scrutinised
19. The departments (Revenues, Environmental Health, CSPD, Licensing and Planning) that have not been covered are investigated

2. Introduction

Background

The Council has a financial shortfall of £1.1m for 2009/10. This is expected to be a similar situation for the following years.

The Executive asked scrutiny to review the budgets to compliment the work within the organisation to identify opportunities to reduce the shortfall.

The review will ensure that fees and charges are applied to support all the elements of the Council's vision and aims detailed in the Corporate Plan 2007-2011

The review will support the good practice of reviewing the organisation for continuous improvement.

Scope

The group will provide recommendations to assist in balancing the Council's budget through a detailed review of the fees and charges system by the end of September 2009. This will result in a targeted saving of 5%.

The review will consider the following:

- Existing fees and charges

- Services where charges are not currently applied

- Additional services not currently provided that could provide income (this may be post Sept)

The community will be considered throughout the review and will be consulted at relevant points if the timescales allow.

The review may interview customers or use existing customer feedback from those who are subjected to the fees.

Preparation

Before the review started background information was sourced and reviewed which provided the group with ideas on how to approach the review and minimised the prepared time. The sources included:

- Advice from the Director of Resources

- The Audit Commission report 'Positively Charged' January 2008

- Scrutiny review of fees and charges by Basildon Council – February 2009

- General Power for Best Value Authorities to Charge for Discretionary Services – Guidance on the Power in the Local Government Act 2003

- Fees and Charges reports presented to Scrutiny Committee on 28 January and 4 February 2009

Rationale

Before the review got underway the group agreed the approach that they would take to ensure that the review remained focused and delivered the outcomes within the short timescales. The group agreed that they would focus on the four areas with the largest income from fees and charges (Regeneration, Street Services, Housing and Leisure). They also agreed to have a consistent process to the evidence so that as the group broke into smaller groups to gather the evidence it would be collected in a similar format.

3. Methodology

The following approach was adopted:

The group split into small groups to ensure evidence could be gathered to achieve the agreed timescales

The departments with the highest budget income from fees and charges were selected

The Heads of Service, appropriate Executive member and the leader were informed of the approach

A table of the fees and charges was created from the income stream entries in the budget book and Heads of Service were asked to supply explanations where necessary details of the unit costs to supply the service

The small groups met with the Heads of Service, officers and finance experts to gather the detailed evidence. The relevant portfolio holders were notified of the review and the findings for their area.

The whole group then discussed the findings to identify the overarching and individual issues and recommendations

The timescales did not allow the group to consult the community however this will need to be addressed in the future

The group appreciated the input from John Brooks, Pauline Redfern, Adie Lowery, Peter Campbell, Lee Hickin, Wayne Carter, Roger Owen and Ian Geeves..

4. Findings

The group identified that there were some issues that were common throughout the organisation. Therefore the high level recommendations are intended to address these issues and reduce any risk to the organisation.

The review highlighted the mix of financial awareness across the organisation. The group experienced difficulties in obtaining the information. The details on fees and charges were not readily available within the organisation. This increased the workload on the group to acquire the information therefore preventing them from reviewing all the areas and the discretionary services.

The group carried out research to identify good practice within other authorities and the Audit Commission. This highlighted that within the authority there is no charging policy or guidelines that detail the process of

setting and reviewing charges. Therefore there is no clear link to Corporate Objectives or how individual charges are applied.

The group specifically wanted to understand if the cost of providing the services were being covered by the fees or charges being levied. On investigation, although a few areas did understand and provide the unit cost, this proved to be the minority.

Finally, the potential for increased income/savings appears to be of the order of £1,653,464 which is 4.5% against the group's target of 5%. It is acknowledged that some work is currently underway to address areas under investigation. It is also recognised that there may be other barriers that may need to be examined - e.g. Council decisions, policies. However, it does appear that there IS scope to significantly improve the Council's financial health by taking a more detailed look at the areas highlighted in this snapshot review.

Details of specific areas for savings/ increased income are in Appendices D, E, F and G.

5. Appendices -

- Ø Scope – Appendix A**
- Ø Flowchart - Appendix B**
- Ø Capture sheet templates – Appendix C**
- Ø Completed capture sheets by department:**
 - **Housing - Appendix D**
 - **Street Services - Appendix E**
 - **Leisure - Appendix F**
 - **Regeneration - Appendix G**

Ø Bibliography/ reference/reading /research etc

- The Council's pricing policy
- Details of the fees and charges applied by each service including the annual income generated and the unit cost if that is available
- Details of the discretionary services that have been reviewed or going to be reviewed by the Executive and the outcome
- Fees and charges annual report presented to Scrutiny on 28 January 2009
- Details of ideas generated by the staff for fees and charges
- Charges made by other authorities
- Legal position of what services the Council can apply a charge
- The Audit Commission's review of fees and charges
- Reviews completed by other Councils



SCRUTINY REVIEW SCOPE

Review Topic: Fees and charges review

<p>Policy and Performance Management Group : 2</p>
<p>Review Members: Cllr Brindley Cllr Brooks Cllr Clifton Cllr Cook Cllr Heffer Cllr Wallis (chair) Cllr Walker</p>
<p>Relevant Portfolio Holder: Cllr Syrett Cllr Hodkin Cllr Kelly Cllr McGregor Cllr Tomlinson Cllr Bowman</p>
<p>Corporate Aim: The review supports the Strategic Organisational Development vision to continually improve our organisation. It will demonstrate the target:</p> <p style="padding-left: 40px;">To continue to monitor, review and improve the economy, efficiency and effectiveness of all Council services.</p>
<p>Aim of Review: The review will ensure that fees and charges are applied to support all the elements of the Council's vision and aims detailed in the Corporate Plan 2007-2011</p> <p>The group will provide recommendations to assist in balancing the Council's budget through a detailed review of the fees and charges system by the end of September 2009. This will result in a targeted saving of 5%.</p>
<p>Terms of Reference and Scope The review will consider the following: Existing fees and charges</p>

<p>Services where charges are not currently applied Additional services not currently provided that could provide income (this may be post Sept)</p>
<p>Meeting Dates: 23 June 20 July 28 July 23 September plus extra meetings if required</p>
<p>Provisional Timescales: June – agree the scope and the methodology for the review July /August - investigation September – agree recommendations and develop the report 13 October - present to Scrutiny (deadline 29 September)</p>
<p>Key Issues and Reasons for Review:</p> <p>The Council has a financial shortfall of £1.1m for 2009/10. This is expected to be a similar situation for the following years.</p> <p>The review will support the good practice of reviewing the organisation for continuous improvement.</p>
<p>Information Requirements and Sources:</p> <ul style="list-style-type: none"> ○ The Council's pricing policy ○ Details of the fees and charges applied by each service including the annual income generated and the unit cost if that is available ○ Details of the discretionary services that have been reviewed or going to be reviewed by the Executive and the outcome ○ Fees and charges annual report presented to Scrutiny on 28 January 2009 ○ Details of ideas generated by the staff for fees and charges ○ Charges made by other authorities ○ Legal position of what services the Council can apply a charge ○ The Audit Commission's review of fees and charges ○ Reviews completed by other Councils
<p>Community involvement :</p> <p>The community will be considered throughout the review and will be consulted at relevant points if the timescales allow. The review may interview customers or use existing customer feedback from those who are subjected to the fees .</p>

Date : 23 June 2009

Appendix B

Do you have enough information on the fee/charge?
(i.e. understand the service and the charge)

What is the unit cost and volume?

Which category is the charge/fee in?

Discretionary service
Discretionary charge

Statutory service
Discretionary charge

Statutory service
No charge

Statutory service
Statutory charge

Are the costs being recovered?

Are reasonable costs being recovered?

Can the unit cost be reduced?
Is it in line with other authorities?

Which Corporate objective does it support?

How was the charge determined?

Are all the charges/fees currently being collected ?

Are there external factors that affect the charge?

Has the charge been benchmarked against other authorities/commercial organisations ?

Are there any foreseen changes to the charge ?

Are there any issues/barriers to increasing the charge?

Potential recommendations for the charge:

- 1.No change to be made
- 2.Inflationary increases applied
3. Incremental changes applied
- 4.Incremental and inflationary changes applied
5. Reduction of the unit cost

Appendix C

Department	
Service	
Current charge	
Unit cost	
Volume	
Which category?	
Are the costs being recovered?	
Which Corporate objective does it support? (if discretionary service)	
How was the charge determined?	
Are all the current charges being collected ?	
Is it affected by external factors?	
What are other authorities/ commercial organisations (if applicable) charging?	
Are there any foreseen changes?	
Are there any issues/barriers to increasing the charge?	
Any further questions/information required:	
Recommendation for the charge:	

Appendix D

Department	Housing
Service	Repairs and maintenance G049 - Misc

	income Work we carry out on behalf of others and recharge.
Current charge	Unknown
Unit cost	Unknown
Volume	Unknown
Which category?	Discretionary service/discretionary charge
Are the costs being recovered?	Unknown
Which Corporate objective does it support? (if discretionary service)	Regeneration - Developing healthy, prosperous and sustainable communities
How was the charge determined?	Unknown
Are all the current charges being collected?	Unknown
Is it affected by external factors?	Yes – volumes and cost of materials
What are other authorities/commercial organisations (if applicable) charging?	Unknown
Are there any foreseen changes?	Internal revisions
Are there any issues/barriers to increasing the charge?	Charges need to remain competitive
<p>Any further questions/information required: On checking with the accountants it seems this budget will be reviewed in detail as aspects of the charges to it are historical & may not be representative of the current situation. Some of the costs are for the General Improvement Areas that John Sherwood manages, this is the recharge that is made to capital of £129k Other aspects relate to the maintenance costs of 6 properties that are not part of the HRA. Other costs like stores are an historic budget allocation that does not match the actual recharges & will be updated this year. I hope this clarifies some aspect & I would suggest it may be best to await the revisions rather than reviewing it. John Brooks 08/07/09</p> <ul style="list-style-type: none"> ○ Awaiting details (unknown) from the Head of Housing requested on 22 July and reminded on 12 August - details unknown at the date of the report 	
<p>Recommendation for the charge:</p> <ul style="list-style-type: none"> ○ Unit cost needs to be defined – this may be achieved by grouping job types and having a minimum charge? ○ Charges to be set to cover the unit cost ○ Actions to be addressed once the revisions have been made 	
Department	Housing
Service	Town centre housing G048 – Rents Income from non-HRA properties
Current charge	Rents set annually by council following

	govt guidance or longer term lease
Unit cost	Unknown – but budget excludes admin/rent collection costs
Volume	Unknown
Which category?	Discretionary service/discretionary charge
Are the costs being recovered?	Unknown
Which Corporate objective does it support? (if discretionary service)	Regeneration - Developing healthy, prosperous and sustainable communities
How was the charge determined?	Is it the same as HRA properties?
Are all the current charges being collected ?	Unknown
Is it affected by external factors?	Market rate for rents
What are other authorities/ commercial organisations (if applicable) charging?	Unknown
Are there any foreseen changes?	The properties could be sold
Are there any issues/barriers to increasing the charge?	May lose tenants if the rent was set above the market rate .
Any further questions/information required:	
<ul style="list-style-type: none"> ○ Awaiting details (unknown) from the Head of Housing requested on 22 July and reminded on 12 August – information received but insufficient time to clarify if these are treated the same as HRA properties ○ Need to understand if these properties are linked to the HRA and is the rent for these governed by the rules for them? 	
Recommendation for the charge:	
<ul style="list-style-type: none"> ○ Unit cost needs to be understood ○ Charges to be reviewed in line with unit cost, market rate and other authorities' charges ○ Investigate if the charges for these rents need to be government controlled as they are discretionary services 	
Department	Housing
Service	Repairs and maintenance H001 - Fees and charges Work carried out and recharge is made to the tenant
Current charge	Depends on the work required but

	based on costs
Unit cost	Unknown
Volume	Unknown
Which category?	Discretionary service/discretionary charge
Are the costs being recovered?	Unknown
Which Corporate objective does it support? (if discretionary service)	Regeneration - Developing healthy, prosperous and sustainable communities
How was the charge determined?	a. Cost of the repair from the schedule (SOR) + call out fee (if out of hours or emergency) + VAT + 20% admin fee (to max of £500) – from the policy b. Cost + 15% - Head of Service
Are all the current charges being collected ?	n/a as policy recently agreed
Is it affected by external factors?	Labour and materials costs Charge applied only when damage is caused
What are other authorities/ commercial organisations (if applicable) charging?	Unknown
Are there any foreseen changes?	No – new policy agreed June 2009
Are there any issues/barriers to increasing the charge?	Tenants may refuse to have work completed if the price is not competitive
Any further questions/information required:	
Income expected to increase now the policy has been agreed and implemented	
<ul style="list-style-type: none"> ○ Awaiting details (unknown) from the Head of Housing requested on 22 July and reminded on 12 August – information received ○ Clarity required on the how the charge is determined (a or b) 	
Recommendation for the charge:	
<ul style="list-style-type: none"> ○ Review the policy, charges applied against the unit cost once the policy has been deployed for 12 months (July 10) ○ Identify admin costs to ensure that 20% (or 15%) covers the costs ○ Introduce a minimum charge to cover the costs 	
Department	Housing
Service	Repairs and maintenance H001 - Misc income No target for this – but mainly for income from repairs that are recharged external organisations
Current charge	Unknown
Unit cost	Unknown

Volume	Unknown
Which category?	Discretionary service/discretionary charge
Are the costs being recovered?	Unknown
Which Corporate objective does it support? (if discretionary service)	Regeneration - Developing healthy, prosperous and sustainable communities
How was the charge determined?	Cost +15%
Are all the current charges being collected ?	Unknown
Is it affected by external factors?	Charge applied only when damage is caused
What are other authorities/ commercial organisations (if applicable) charging?	Unknown
Are there any foreseen changes?	
Are there any issues/barriers to increasing the charge?	
Any further questions/information required:	
<ul style="list-style-type: none"> ○ Awaiting details (unknown) from the Head of Housing requested on 22 July and reminded on 12 August - details unknown at the date of the report ○ This issue is excluded from the Rechargeable Repairs Policy (July 2009) 	
Recommendation for the charge:	
<ul style="list-style-type: none"> ○ Scope of the Rechargeable Repairs policy to be extended to include damage by external organisations ○ Unit cost to be established ○ Charges should as a minimum be in line with the charges made to tenants and cover the unit cost - not sure why the admin charges vary across fees (15 and 20%)? ○ Consider adding a % in addition to tenants' charges to profit making organisations ○ Consider set categories and charges 	
Department	Housing
Service	Supervision and Management H004 - Income from Leaseflats Charges made to leaseholders as a contribution to costs of maintaining common areas
Current charge	
Unit cost	
Volume	
Which category?	Discretionary service/discretionary

	charge
Are the costs being recovered?	Not clear at the moment
Which Corporate objective does it support? (if discretionary service)	Regeneration - Developing healthy, prosperous and sustainable communities
How was the charge determined?	Unknown
Are all the current charges being collected ?	
Is it affected by external factors?	
What are other authorities/ commercial organisations (if applicable) charging?	
Are there any foreseen changes?	
Are there any issues/barriers to increasing the charge?	
Any further questions/information required:	
<p>Charging to those that own a flat in a block that is council owned.</p> <p>Work is planned with the legal team (Di Bonsor and Jim Fieldsend) to identify effective charging – expected early 2010.</p> <p>New guidelines have been issued.</p>	
Recommendation for the charge:	
<ul style="list-style-type: none"> ○ Await the outcome of the work planned – check March 2010 	
Department	Housing
Service	Supervision and Management H004 - Fees and charges We have no identified income for this year – but this exists for miscellaneous income
Current charge	
Unit cost	
Volume	
Which category?	Discretionary service/discretionary charge
Are the costs being recovered?	

Which Corporate objective does it support? (if discretionary service)	
How was the charge determined?	
Are all the current charges being collected ?	
Is it affected by external factors?	
What are other authorities/ commercial organisations (if applicable) charging?	
Are there any foreseen changes?	
Are there any issues/barriers to increasing the charge?	
Any further questions/information required:	
<ul style="list-style-type: none"> ○ Awaiting details from the Head of Housing requested on 22 July and reminded on 12 August – additional information received that it is for miscellaneous income <p>Need to understand what this is for as income was received for 2007/08</p>	
Recommendation for the charge:	
<ul style="list-style-type: none"> ○ Clarification provided for use of this code 	
Department	Housing
Service	Special services H011 - Heating charges Heating Charges not fully passed on
Current charge	177,950
Unit cost	487,920
Volume	442
Which category?	Discretionary service/discretionary charge
Are the costs being recovered?	No
Which Corporate objective does it support? (if discretionary service)	Social inclusion – endeavour to ensure adequate affordable housing
How was the charge determined?	Charge for 2009/10 was increased by

	10% (Council approved Feb 09)
Are all the current charges being collected ?	Unknown
Is it affected by external factors?	Changes in fuel charges can change throughout the year but the charge to residents is only changes annually
What are other authorities/ commercial organisations (if applicable) charging?	All other authorities are passing on the full costs
Are there any foreseen changes?	
Are there any issues/barriers to increasing the charge?	Report to Council 2 Feb suggested that there should be a 10 year plan to bring the costs to 50% recovery
Any further questions/information required:	
Need clarification if the plan in the report on 2 Feb is a decision or a suggestion	
The report to Council on 2 February 2009 suggested that 50% of the cost was being recovered but the actual figures suggest that only 36% of the actual fuel costs are being recovered	
Head of Housing supplied details of a suggested recovery plan over 10 years.	
Annual cost of heating per property = £1103.89	
Residents contributing = £402.60	
Annual subsidy per property = £701.29	
Recommendation for the charge:	
<ul style="list-style-type: none"> o Change the culture to reduce the usage o Investigate changing to a more economical supplier o Identify the actual cost per property rather than the average o Revisit the decision/suggestion not to recover the full costs including: <ul style="list-style-type: none"> Consider only subsidising those that really need it Consider offering different levels of subsidy Changes need to be in line with changes in the support staff on site Recovery period shorter than 10 years? 	
Potential to increase income = £309,970 per year	
Department	Housing
Service	Supporting people H009 - Monitoring charges – private user Lifelines in private sector Note – SP charges are difficult to explain. The full cost shown is that as covered by the SP contract with DCC – this is paid in full for people on benefit. The charge for self funders does not cover the cost. Charges to private users & RSLs covers costs.
Current charge	Unknown
Unit cost	Unknown
Volume	Unknown
Which category?	Discretionary service/discretionary charge
Are the costs being recovered?	Unknown
Which Corporate objective does	Regeneration - Developing healthy,

it support? (if discretionary service)	prosperous and sustainable communities
How was the charge determined?	Unknown
Are all the current charges being collected ?	Unknown
Is it affected by external factors?	Unknown
What are other authorities/ commercial organisations (if applicable) charging?	All other authorities are passing on the full costs
Are there any foreseen changes?	Unknown
Are there any issues/barriers to increasing the charge?	Unknown
Any further questions/information required:	
<ul style="list-style-type: none"> ○ Awaiting details (unknown) from the Head of Housing requested on 22 July and reminded on 12 August - details unknown at the date of the report 	
Recommendation for the charge:	
<ul style="list-style-type: none"> ○ Unit cost needs to be understood ○ Need to understand what is not being recovered and consider full recovery 	
Department	Housing
Service	Supporting people H009 - Monitoring charges – Housing Associations contract Lifelines
Current charge	Unknown
Unit cost	Unknown
Volume	Unknown
Which category?	Discretionary service/discretionary charge
Are the costs being recovered?	
Which Corporate objective does it support? (if discretionary service)	Regeneration - Developing healthy, prosperous and sustainable communities
How was the charge determined?	Unknown
Are all the current charges being collected ?	Unknown

Is it affected by external factors?	Unknown
What are other authorities/ commercial organisations (if applicable) charging?	All other authorities are passing on the full costs
Are there any foreseen changes?	Unknown
Are there any issues/barriers to increasing the charge?	Unknown
Any further questions/information required:	
<ul style="list-style-type: none"> ○ Awaiting details (unknown) from the Head of Housing requested on 22 July and reminded on 12 August - details unknown at the date of the report 	
Recommendation for the charge:	
<ul style="list-style-type: none"> ○ Unit cost needs to be understood ○ Need to understand what is not being recovered and consider full recovery 	
Department	Housing
Service	Supporting people H009 - Warden service charge Charge made to people in sheltered housing schemes for static wardens
Current charge	5.58 weekly (09/10)
Unit cost	22.79 weekly
Volume	Unknown
Which category?	Discretionary service/discretionary charge
Are the costs being recovered?	No
Which Corporate objective does it support? (if discretionary service)	Regeneration - Developing healthy, prosperous and sustainable communities
How was the charge determined?	Historic charge with % increase. Council took decision (only council to make this decision) that full charges should not be passed onto self funders. SP contract pays full amount.

Are all the current charges being collected ?	Yes
Is it affected by external factors?	Not directly, but should not make a profit from the charge
What are other authorities/ commercial organisations (if applicable) charging?	All other authorities are passing on the full costs
Are there any foreseen changes?	See below
Are there any issues/barriers to increasing the charge?	Yes, charge cannot exceed SP contract costs.
<p>Any further questions/information required: Housing are looking at how support is provided by our staff and looking at reducing the residential staff and moving to mobile wardens and individual support to those who need it.</p> <p>Charge increased by 44% from 08/09 to 09/10 (from £3.87 to £5.58)</p> <ul style="list-style-type: none"> ○ Awaiting details (unknown) from the Head of Housing requested on 22 July and reminded on 12 August – volume outstanding ○ Information received from Head of Housing proposed that it would be self funding in 10 years <p>Each user is being subsidised by £894.92 per year</p>	
<p>Recommendation for the charge:</p> <ul style="list-style-type: none"> ○ Revisit the decision made by Council not pass full cost on to self funders ○ Unit cost needs to be understood i.e this needs to include the admin and cost of collection ○ Need to understand what is not being recovered and consider full recovery <p>Potential to increase income per 100 users = £89,492 per year</p>	
Department	Housing
Service	Supporting people H009 - Fees and charges – mobile wardens
Current charge	2.06 weekly (09/10)
Unit cost	4.84 weekly
Volume	2000 users 1000 self funders
Which category?	Discretionary service/discretionary charge
Are the costs being recovered?	No
Which Corporate objective does it support? (if discretionary service)	Regeneration - Developing healthy, prosperous and sustainable communities
How was the charge determined?	Historic charge with % increase. Council took decision (only council to make this decision) that full charges should not be passed onto self funders. SP contract pays full amount.
Are all the current charges being collected?	Yes
Is it affected by external factors?	Not directly, but should not make a profit from this charge

What are other authorities/ commercial organisations (if applicable) charging?	All other authorities are passing on the full costs
Are there any foreseen changes?	See below
Are there any issues/barriers to increasing the charge?	Yes, charge cannot exceed SP contract costs
<p>Any further questions/information required: Housing is looking at how support is provided by our staff and looking at reducing the residential staff and moving to mobile wardens and individual support to those who need it.</p> <p>Charge increased by 19% from 08/09 to 09/10 (from £1.73 to £2.06)</p> <ul style="list-style-type: none"> o Information received from Head of Housing proposed that it would be self funding in 10 years <p>Each user is being subsidised by £144.56 per year</p>	
<p>Recommendation for the charge:</p> <ul style="list-style-type: none"> o Revisit the decision made by Council not pass full cost on to self funders o Unit cost needs to be understood i.e this needs to include the admin and cost of collection o Need to understand what is not being recovered and consider full recovery <p>Potential to increase income for 1000 users = £144,560 per year</p>	
Department	Housing
Service	Supporting people H009 - Telephones Charge to wardens
Current charge	
Unit cost	
Volume	
Which category?	Discretionary service/discretionary charge
Are the costs being recovered?	
Which Corporate objective does it support? (if discretionary service)	
How was the charge determined?	
Are all the current charges being collected ?	
Is it affected by external factors?	
What are other authorities/ commercial organisations (if applicable) charging?	
Are there any foreseen changes?	See note on wardens service
Are there any issues/barriers to	

increasing the charge?	
Any further questions/information required:	
This covers the cost of personal calls may by wardens using telephones paid for by the Council	
Minimal impact/scope for change	
Recommendation for the charge:	
No change	
Department	Housing
Service	Supporting people H009 - Telecare income 'Lifeline' and rental income provided for private and council residents from DCC
Current charge	£5 per week
Unit cost	£5 per week
Volume	117
Which category?	Discretionary service/discretionary charge
Are the costs being recovered?	Yes
Which Corporate objective does it support? (if discretionary service)	Regeneration - Developing healthy, prosperous and sustainable communities
How was the charge determined?	At cost
Are all the current charges being collected ?	Yes from DCC
Is it affected by external factors?	Unknown
What are other authorities/ commercial organisations (if applicable) charging?	All other authorities are passing on the full costs
Are there any foreseen changes?	No but demand will increase

Are there any issues/barriers to increasing the charge?	Charge negotiated with DCC to cover costs
Any further questions/information required:	
Recommendation for the charge:	
<ul style="list-style-type: none"> ○ Unit cost needs to be understood i.e this needs to include the admin and cost of collection ○ Ensure that the full cost is being recovered from DCC 	
Department	Housing
Service	Income H005 - Dwelling net rents Rent for properties
Current charge	Varies
Unit cost	Unknown
Volume	c 5,400
Which category?	Discretionary service/discretionary charge – except for homeless
Are the costs being recovered?	Unknown
Which Corporate objective does it support? (if discretionary service)	Regeneration - Developing healthy, prosperous and sustainable communities
How was the charge determined?	Following the government formula – ratified by the council
Are all the current charges being collected ?	No as there are arrears and voids
Is it affected by external factors?	No
What are other authorities/ commercial organisations (if applicable) charging?	All Councils and RSLs follow the same rules
Are there any foreseen changes?	Not in the immediate future
Are there any issues/barriers to increasing the charge?	Yes – need to follow government guidance
Any further questions/information required:	
A pilot is being undertaken to move resources to address and reduce the	

voids – no information received on the outcome of the pilot

Recommendation for the charge:

- Reduce the voids and increase the income to the Council
- As all properties transfer on a Monday the focus on repairs needs to be to complete the work on Fridays giving priority over non-urgent repairs (consider performance target for team /individuals)
- Consider flexibility in transfer days – not only on Monday
- Action plan to be developed and delivered to reduce the voids (with maximum void time by property) – suggest Scrutiny monitor the delivery of the plan
- Need to ensure prompt action is taken on non-payers and consider maximum time they are allowed to remain in properties without paying the rent
- Revisit the process for tackling non-payment to minimise the time allowed to remain in a council property when the tenant is not paying the rent

Potential to increase income = £446,000 (from voids) per year

Potential to increase income = £660,562 (arrears for 08/09) per year

Department	Housing
Service	Income H005 - Garage rents
Current charge	£6.25 per week (direct debit) - £300yrly £8.00 per week (others) - £384yrly
Unit cost	Unknown
Volume	442 approx
Which category?	Discretionary service/discretionary charge
Are the costs being recovered?	Unknown
Which Corporate objective does it support? (if discretionary service)	?
How was the charge determined?	Unknown The current charge was frozen by Council on 04/02/09
Are all the current charges being collected ?	Unknown
Is it affected by external factors?	Unknown
What are other authorities/ commercial organisations (if applicable) charging?	Unknown
Are there any foreseen changes?	Unknown
Are there any issues/barriers to increasing the charge?	Unknown

<p>Any further questions/information required: Each site is reviewed on an annual basis with a view to dispose of them. 10/12 have issued for sale and the market will be tested with one in the current climate.</p> <ul style="list-style-type: none"> ○ Awaiting details (unknown) from the Head of Housing requested on 22 July and reminded on 12 August - details unknown at the date of the report 	
<p>Recommendation for the charge:</p> <ul style="list-style-type: none"> ○ Unit cost needs to be understood i.e this needs to include the admin and cost of collection ○ Consider what other authorities /private landlords are charging ○ Consider full recovery ○ Consider disposal of the garages when the economy improves ○ There is scope to increase these in April 2010 	
Department	Housing
Service	Income H005 - Garage site rents
Current charge	£120 per year
Unit cost	Unknown
Volume	208 approx
Which category?	Discretionary service/discretionary charge
Are the costs being recovered?	Unknown
Which Corporate objective does it support? (if discretionary service)	?
How was the charge determined?	Unknown
Are all the current charges being collected ?	Unknown
Is it affected by external factors?	Unknown
What are other authorities/ commercial organisations (if applicable) charging?	Unknown
Are there any foreseen changes?	Unknown
Are there any issues/barriers to increasing the charge?	Unknown
<p>Any further questions/information required: Each site is reviewed on an annual basis with a view to dispose of them. 10/12 have issued for sale and the market will be tested with one in the current climate.</p>	

Charges are collected annually.	
<ul style="list-style-type: none"> ○ Awaiting details (unknown) from the Head of Housing requested on 22 July and reminded on 12 August - details unknown at the date of the report 	
Recommendation for the charge:	
<ul style="list-style-type: none"> ○ Unit cost needs to be understood i.e this needs to include the admin and cost of collection ○ Consider what other authorities /private landlords are charging ○ Consider full recovery ○ Consider disposal of the garages when the economy improves ○ There is scope to increase these in April 2010 	
Department	Housing
Service	Income H005 - Rent of land Land rented to other organisations
Current charge	Unknown
Unit cost	Unknown
Volume	Unknown
Which category?	Discretionary service/discretionary charge
Are the costs being recovered?	Unknown
Which Corporate objective does it support? (if discretionary service)	?
How was the charge determined?	Unknown
Are all the current charges being collected ?	Unknown
Is it affected by external factors?	Unknown
What are other authorities/ commercial organisations (if applicable) charging?	Unknown
Are there any foreseen changes?	Unknown
Are there any issues/barriers to increasing the charge?	Unknown
Any further questions/information required:	
<ul style="list-style-type: none"> ○ Awaiting details (unknown) from the Head of Housing requested on 22 July and reminded on 12 August - details unknown at the date of the report 	
Are market rates applied and are they regularly reviewed?	

Recommendation for the charge:	
<ul style="list-style-type: none"> ○ Unit cost needs to be understood i.e this needs to include the admin and cost of collection ○ Consider what other authorities /private landlords are charging ○ Consider full recovery ○ Consider selling the land when the economy changes 	
Department	Housing
Service	Income H005 - Mortgagors interest
Current charge	Unknown
Unit cost	Unknown
Volume	Unknown
Which category?	Discretionary service/discretionary charge
Are the costs being recovered?	Unknown
Which Corporate objective does it support? (if discretionary service)	?
How was the charge determined?	Unknown
Are all the current charges being collected ?	Unknown
Is it affected by external factors?	Unknown
What are other authorities/ commercial organisations (if applicable) charging?	Unknown
Are there any foreseen changes?	Unknown
Are there any issues/barriers to increasing the charge?	Unknown
Any further questions/information required:	
<p>Under the 'right to buy' councils offered a guaranteed loan and this is the interest on the loan</p> <ul style="list-style-type: none"> ○ Awaiting details (unknown) from the Head of Housing requested on 22 July and reminded on 12 August - details unknown at the date of the report 	

Recommendation for the charge:	
Investigate if the rate of interest 'fixed'? Is there scope to adjust the charge to reflect the market?	
Department	Housing
Service	Income H005 - Insurance income from claims made
Current charge	
Unit cost	
Volume	
Which category?	Discretionary service/discretionary charge
Are the costs being recovered?	
Which Corporate objective does it support? (if discretionary service)	
How was the charge determined?	
Are all the current charges being collected ?	
Is it affected by external factors?	
What are other authorities/ commercial organisations (if applicable) charging?	
Are there any foreseen changes?	
Are there any issues/barriers to increasing the charge?	
Any further questions/information required:	
<ul style="list-style-type: none"> ○ Awaiting details (unknown) from the Head of Housing requested on 22 July and reminded on 12 August - details unknown at the date of the report 	

Recommendation for the charge:	
No gains/savings can be made on information received to date	
Department	Housing
Service	Income H005 - Interest on balance in the HRA account
Current charge	
Unit cost	
Volume	
Which category?	Discretionary service/discretionary charge
Are the costs being recovered?	
Which Corporate objective does it support? (if discretionary service)	
How was the charge determined?	
Are all the current charges being collected ?	
Is it affected by external factors?	
What are other authorities/ commercial organisations (if applicable) charging?	
Are there any foreseen changes?	
Are there any issues/barriers to increasing the charge?	
Any further questions/information required:	
<ul style="list-style-type: none"> ○ Awaiting details (unknown) from the Head of Housing requested on 22 July and reminded on 12 August - details unknown at the date of the report 	
Recommendation for the charge:	

No gains/savings can be made on information received to date

Appendix E

Department	Street Services
Service	Vending sales (GO35) Staff canteen, vending machine.
Current charge	22p
Unit cost	16.8p
Volume	6818
Which category?	Discretionary service Discretionary charge
Are the costs being recovered?	Yes
Which Corporate objective does it support? (if discretionary service)	?
How was the charge determined?	
Are all the current charges being collected ?	Yes
Is it affected by external factors?	
What are other authorities/ commercial organisations (if applicable) charging?	n/a
Are there any foreseen changes?	
Are there any issues/barriers to increasing the charge?	
Any further questions/information required:	
The machine in the depot is own by the Council and is not leased.	
Recommendation for the charge:	

No change	
Department	Street Services
Service	Ground maintenance sales (G032) - Contracted work for Parish Councils. Dependant on volume of work and resources required.
Current charge	Priced on an individual basis
Unit cost	n/a
Volume	
Which category?	Discretionary service Discretionary charge
Are the costs being recovered?	The direct costs are but not the management and admin costs
Which Corporate objective does it support? (if discretionary service)	Environment – promoting and enhancing a clean and sustainable environment
How was the charge determined?	Each job is assessed individually against the current capacity. They have an hourly cost for every item of equipment.
Are all the current charges being collected ?	
Is it affected by external factors?	The service is provided on request so the income will vary.
What are other authorities/ commercial organisations (if applicable) charging?	
Are there any foreseen changes?	
Are there any issues/barriers to increasing the charge?	
Any further questions/information required:	
<p>The regular work is built in the schedule and where they have capacity to take on the work is offered at a reasonable low rate. Where they do not have the capacity it is priced up a cost price.</p> <p>Ad hoc requests (e.g. a site's mower is broken for 2 weeks) they will assess this and charge at the overtime rate with a minimum 2 hour charge.</p>	
Recommendation for the charge:	
Need to consider increasing the cost to parish councils to include the management and admin cost which would provide full cost recovery for all	

new work. A phased approach should be adopted for the existing work.

There also needs to have flexibility for the charge to exceed the full cost recovery.

Potential increase in income (+8%) = £3,600 per year

Department	Street Services
Service	Ground maintenance misc income (G032) - Ad hoc work undertaken for other departments or external organisations
Current charge	Priced on an individual basis
Unit cost	
Volume	
Which category?	Discretionary service Discretionary charge
Are the costs being recovered?	The direct costs plus 8% to cover management and admin costs
Which Corporate objective does it support? (if discretionary service)	Environment – promoting and enhancing a clean and sustainable environment
How was the charge determined?	Each job is assessed individually against the current capacity. They have an hourly cost for every item of equipment.
Are all the current charges being collected ?	
Is it affected by external factors?	The service is provided on request so the income will vary.
What are other authorities/ commercial organisations (if applicable) charging?	
Are there any foreseen changes?	
Are there any issues/barriers to increasing the charge?	
Any further questions/information required:	
These are usually ad hoc requests which they will assess this and charge at the overtime rate with a minimum 2 hour charge.	
Recommendation for the charge:	
Although the costs are being recovered consideration should be given to adding 10% to work undertaken for external profit making organisations e.g. STWA	

Potential increase in income (+10%) = £?	
Department	Street Services
Service	Street cleansing - cleaning charges (G024) - Contracted work for Parish Councils, none currently under contract for cleaning work.
Current charge	Priced on an individual basis
Unit cost	
Volume	
Which category?	Discretionary service Discretionary charge
Are the costs being recovered?	The direct costs are but not the management and admin costs
Which Corporate objective does it support? (if discretionary service)	Environment – promoting and enhancing a clean and sustainable environment
How was the charge determined?	Each job is assessed individually against the current capacity. They have an hourly cost for every item of equipment.
Are all the current charges being collected ?	
Is it affected by external factors?	No work is currently being undertaken
What are other authorities/ commercial organisations (if applicable) charging?	
Are there any foreseen changes?	
Are there any issues/barriers to increasing the charge?	
Any further questions/information required:	
Recommendation for the charge:	
Need to consider increasing the cost to parish councils to include the management and admin costs which would provide full cost recovery if any work is contracted. There also needs to have flexibility for the charge to exceed the full cost recovery.	

Potential increase in income (+8%) = £0	
Department	Street Services
Service	Street cleansing – misc income charges (G024) - Ad hoc work undertaken for other departments or external organisations
Current charge	Priced on an individual basis
Unit cost	
Volume	
Which category?	Discretionary service Discretionary charge
Are the costs being recovered?	The direct costs plus 8% to cover management and admin costs
Which Corporate objective does it support? (if discretionary service)	Environment – promoting and enhancing a clean and sustainable environment
How was the charge determined?	Each job is assessed individually against the current capacity. They have an hourly cost for every item of equipment.
Are all the current charges being collected ?	
Is it affected by external factors?	
What are other authorities/ commercial organisations (if applicable) charging?	
Are there any foreseen changes?	
Are there any issues/barriers to increasing the charge?	
Any further questions/information required: e.g. cleaning car parks e.g. at Pleasley Mills	
Recommendation for the charge: Although the costs are being recovered consideration should be given to adding 10% to work undertaken for external profit making organisations e.g. STWA	
Potential increase in income (+10%) = £?	

Department	Street Services
Service	Waste services – misc income (G028) - Ad hoc work undertaken for other departments or external organisations
Current charge	Priced on an individual basis
Unit cost	
Volume	
Which category?	Discretionary service Discretionary charge
Are the costs being recovered?	Internally – the hourly rate of the men used Externally - The direct costs plus 8% to cover management and admin costs
Which Corporate objective does it support? (if discretionary service)	Environment – promoting and enhancing a clean and sustainable environment
How was the charge determined?	Each job is assessed individually against the current capacity.
Are all the current charges being collected ?	
Is it affected by external factors?	
What are other authorities/ commercial organisations (if applicable) charging?	
Are there any foreseen changes?	
Are there any issues/barriers to increasing the charge?	
Any further questions/information required: E.g. moving furniture at Sherwood Lodge, delivering ballot boxes	
Recommendation for the charge: Need to consider increasing the cost to include the management and admin costs which would provide full cost recovery. Proposal: Internal – add 8% to cover management and admin External – add 10% Potential to increase income (+8%) = £280 per year	

Department	Street Services
Service	Waste services – sales (G028) – private house clearance
Current charge	£110 min (no assessment) Variable after assessment
Unit cost	
Volume	13 expected for 09/10
Which category?	Statutory service Discretionary charge
Are the costs being recovered?	
Which Corporate objective does it support? (if discretionary service)	N/A
How was the charge determined?	Each job is costed individually to ensure that it reflects the costs.
Are all the current charges being collected ?	
Is it affected by external factors?	
What are other authorities/ commercial organisations (if applicable) charging?	
Are there any foreseen changes?	With the introduction of the charges for bulky waste it is expected that the demand for this service will reduce.
Are there any issues/barriers to increasing the charge?	
Any further questions/information required:	
<p>The need for overtime has reduced with the introduction of the 4 day week.</p> <p>North East Derbyshire District Council/Rykneld Homes have recently shown an interest on joint working in Waste collection and would be interested in buying spare capacity from Bolsover in respect of house clearances.</p> <p>Currently formalising the service provided to the Housing Department.</p>	
Recommendation for the charge:	
<ul style="list-style-type: none"> ○ Formalise the internal service to Housing ○ Then investigate opportunities to increase the revenue in this area e.g. advertising, linking with other authorities but ensure that costs do not increase or other services suffer. 	

Department	Street Services
Service	Waste services – cesspools (G028) – emptying of cesspool/septic tanks
Current charge	See below
Unit cost	See below
Volume	130
Which category?	Statutory service Discretionary charge
Are the costs being recovered?	Yes
Which Corporate objective does it support? (if discretionary service)	N/A
How was the charge determined?	Cost of vehicle/resource/disposal + 8% admin cost and 10% profit
Are all the current charges being collected ?	
Is it affected by external factors?	
What are other authorities/ commercial organisations (if applicable) charging?	The charges are cheaper than external companies (e.g. Biffa)
Are there any foreseen changes?	
Are there any issues/barriers to increasing the charge?	As external companies offer the service overcharging may result in losing the work.
Any further questions/information required:	
They have 130 contracts but also respond to ad hoc requests.	
The wagon is currently used for 50% of the time.	
CBC/NEDDC/Ashfield do not offer the service	
Recommendation for the charge:	
<ul style="list-style-type: none"> ○ Comparison of charges with other organisations to understand if they can be increased ○ Publicise the service to increase the demand ○ Work with other authorities to recommend our service rather than external suppliers ○ Investigate the opportunities to use the vehicle for other services so that the capacity usage is increased 	

	Loads	Contracts	2009/10 Charge	Annual Income	Annual Profit
Cesspools	1	49	£98	£4,794.65	£773.08
	2	22	£196	£4,305.40	£694.19
	3	4	£294	£1,174.20	£189.33
	4	10	£391	£3,914.00	£631.09
	5	3	£489	£1,467.75	£236.66
	6	5	£587	£2,935.50	£473.31
	7	0	£685	£0.00	£0.00
	8	3	£783	£2,348.40	£378.65
	9	3	£881	£2,641.95	£425.98
	10	0	£979	£0.00	£0.00
	11	0	£1,076	£0.00	£0.00
	12	1	£1,174	£1,174.20	£189.33
septic tank	1	30	£175	£5,253.00	£222.50
Total				£30,009.05	£4,214.12

Department	Street Services
Service	Waste services fees and charges – recycling material (G028) - Charge = Recycling credits amount set by DCC via statutory requirements from Environmental Protection Act. Costs = charges set by recycling contractor. Net cost of service = 212,000
Current charge	42.12 per tonne
Unit cost	96.22 per tonne
Volume	
Which category?	
Are the costs being recovered?	
Which Corporate objective does it support? (if discretionary service)	Environment – promoting and enhancing a clean and sustainable environment
How was the charge determined?	
Are all the current charges being collected ?	
Is it affected by external factors?	
What are other authorities/ commercial organisations (if applicable) charging?	
Are there any foreseen changes?	
Are there any issues/barriers to increasing the charge?	
Any further questions/information required:	
The council have no control over this as it is a statutory rate paid by DCC. However increasing the amount we recycle and therefore the income would increase our costs by a larger amount resulting in a net loss.	
Recommendation for the charge:	
No change	

Department	Street Services
Service	Waste services- trade refuse (G028) - Waste collections from commercial properties.
Current charge	See below
Unit cost	
Volume	
Which category?	Statutory service Discretionary charge
Are the costs being recovered?	Yes
Which Corporate objective does it support? (if discretionary service)	N/A
How was the charge determined?	Legislation says 'reasonable' charges Cost of the bin over 7yrs / vehicle/disposal/resources + 8%admin +10% profit and rounded up. The also check they are in proportion e.g. 3x120 is more than 330
Are all the current charges being collected ?	
Is it affected by external factors?	
What are other authorities/ commercial organisations (if applicable) charging?	
Are there any foreseen changes?	
Are there any issues/barriers to increasing the charge?	
Any further questions/information required:	
They are charges to county for disposal of waste with the exception of school waste which are not controlled by BDC.	
Recommendation for the charge:	
No change to the charge.	

	Bin Size (litres)	No.of Bins	2009/10 Charge	Annual Income	Annual Profit
Trade	1100	168	£494	£83,059.20	£7,748.75
	750	2	£402	£803.40	£110.15
	660	83	£371	£30,776.40	£4,108.22
	500	67	£319	£21,393.10	£2,881.87
	330	50	£237	£11,845.00	£1,860.31
	240	120	£206	£24,720.00	£3,795.35
	120	3	£185	£556.20	£137.47
	75	69	£165	£11,371.20	£2,794.92
Schools	1100	73	£227	£16,541.80	£4,934.97
	750	9	£206	£1,854.00	£517.36
	660	7	£201	£1,405.95	£379.48
	500	4	£191	£762.20	£189.00
	330	5	£155	£772.50	£222.72
	240	4	£149	£597.40	£165.09
Skips	School skip	304	£67	£20,352.80	£1,994.09
	General skip	52	£196	£10,176.40	£1,323.39
Total				£236,987.55	£33,163.14

Department	Street Services
Service	Waste services - Bulky waste collection (G028) - from domestic properties. Discretionary services review completed for this service and charges introduced April 09
Current charge	General Bulkies: 1 – 3 items £10 4 – 6 items £15 7 – 9 items £20 10+ items quote with minimum £30 charge Waste Electrical & Electronic Equipment (WEEE): 1 item £10 2 items £15 3 items £20 4 items £25 5 items £30
Unit cost	See report to council
Volume	
Which category?	Statutory service Discretionary charge
Are the costs being recovered?	See report to council
Which Corporate objective does it support? (if discretionary service)	N/A
How was the charge determined?	Legislation says ‘reasonable’ charges Cost of the vehicle/disposal/resources
Are all the current charges being collected ?	Yes as payment is required before the service is provided
Is it affected by external factors?	Demand for the service is unknown as it is the first year of charging
What are other authorities/ commercial organisations (if applicable) charging?	See report to council
Are there any foreseen changes?	
Are there any issues/barriers to increasing the charge?	
Any further questions/information required: North East Derbyshire District Council have shown an interest on joint working in Waste collection and would be interested in buying spare capacity from Bolsover in respect of bulky collections. Demand for the service has reduced by 79% in the first quarter (it was predicted to be 80%)	
Recommendation for the charge: Review of the service in April 2010 (after being operational for 12 months) to assess demand, unit costs, charges and option for selling spare capacity.	

Appendix F

Department	Leisure
Service	Bolsover Community Sports Coach scheme (G064) Fees and charges to supply a coach in a school
Current charge	
Unit cost	
Volume	
Which category?	Discretionary service/discretionary charge
Are the costs being recovered?	Management and admin costs not included.
Which Corporate objective does it support? (if discretionary service)	
How was the charge determined?	On costs for coach charged
Are all the current charges being collected ?	
Is it affected by external factors?	Grant funding is in place until Sept 09 to support this.
What are other authorities/ commercial organisations (if applicable) charging?	
Are there any foreseen changes?	Costs expected to increase due to job evaluation
Are there any issues/barriers to increasing the charge?	The service has to remain affordable to the schools
Any further questions/information required:	
This is street sports which is free to users to tackle anti social behaviour and funded by the police until March 2010	
Recommendation for the charge:	
<ul style="list-style-type: none"> ○ The unit cost need to be understood including the impact of job evaluation ○ Consideration to be given to increasing the cost to cover the unit cost i.e. including the management/admin costs and are included in future funding 	

Department	Leisure
Service	Bolsover energised youth programme (G062) Fees and charges for extreme wheels, outdoor centre £91k and fishing £18k
Current charge	See Appendix A Table 8
Unit cost	
Volume	
Which category?	Discretionary service/discretionary charge
Are the costs being recovered?	Management and admin costs not included The funding has increased to provide extra posts.
Which Corporate objective does it support? (if discretionary service)	
How was the charge determined?	On costs and direct costs charged
Are all the current charges being collected ?	
Is it affected by external factors?	Pleasley outdoor centres only competition is Lea Green.
What are other authorities/ commercial organisations (if applicable) charging?	
Are there any foreseen changes?	
Are there any issues/barriers to increasing the charge?	They have bookings but there is no waiting list but interest is increasing
Any further questions/information required:	
The extreme wheels service is delivered outside the district and the travel and accommodation costs are included.	
Recommendation for the charge:	
<ul style="list-style-type: none"> ○ The unit cost for the service needs to be understood ○ Consider charging the unit cost for the service ○ Consider increasing the cost to include a profit where the service is provided outside the district – this is limited at the moment and needs to be capitalised on ○ Understand the capacity of the service and the usage and target staff to increase the usage – extra resource from funding should see this increase 	

Department	Leisure
Service	Creswell Leisure centre (G071) Sales The budget is for charges to DCC for School Swimming sessions.
Current charge	See Appendix A Table 1-4
Unit cost	
Volume	
Which category?	Discretionary service/discretionary charge
Are the costs being recovered?	
Which Corporate objective does it support? (if discretionary service)	
How was the charge determined?	Charged by 1/2hour session. Agreed 4 years ago and increased by 3%
Are all the current charges being collected ?	
Is it affected by external factors?	
What are other authorities/ commercial organisations (if applicable) charging?	
Are there any foreseen changes?	
Are there any issues/barriers to increasing the charge?	
Any further questions/information required:	
<p>Recommendation for the charge:</p> <ul style="list-style-type: none"> ○ The unit cost for the service needs to be understood ○ The cost need to be negotiated with DCC to ensure that the costs are being recovered 	

Department	Leisure
Service	Creswell Leisure centre (G071) vending sales
Current charge	
Unit cost	
Volume	
Which category?	Discretionary service/discretionary charge
Are the costs being recovered?	
Which Corporate objective does it support? (if discretionary service)	
How was the charge determined?	30% mark up on items agreed with finance
Are all the current charges being collected ?	Yes – customer pays before items are received
Is it affected by external factors?	
What are other authorities/ commercial organisations (if applicable) charging?	
Are there any foreseen changes?	Sales have increased due to increased demand on the services
Are there any issues/barriers to increasing the charge?	Machines leased and negotiated on a 5 year lease.
Any further questions/information required:	
Hot drinks – stocked externally Cold drinks and snacks – stocked internally	
Recommendation for the charge:	
<ul style="list-style-type: none"> ○ Consider reducing the cost when the lease expires (one contract for all council machines or buy a machine?) and stock them all internally so that more of the profit is retained by the Council ○ Target staff to increase the sales e.g. always fully stocked 	

Department	Leisure
Service	Creswell Leisure centre (G071) Fees and charges
Current charge	See Appendix A Table 1-4
Unit cost	
Volume	
Which category?	Discretionary service/discretionary charge
Are the costs being recovered?	
Which Corporate objective does it support? (if discretionary service)	
How was the charge determined?	
Are all the current charges being collected ?	
Is it affected by external factors?	
What are other authorities/ commercial organisations (if applicable) charging?	Not known and has not been compared since membership of CIPFA was withdrawn.
Are there any foreseen changes?	The introduction of the 'free swim' has not had a massive impact as they are coming with the 16-60yrs who are paying Expecting reduction in energy costs – see below
Are there any issues/barriers to increasing the charge?	Potential reduction in users
<p>Any further questions/information required: Full programme of activities apart from 2 hours to do staff training. Busing people in is funded by the PCT . Sauna classed as a luxury and is reflected in the charges. Occupancy approx: Pool - 90% Gym – could always use more Squash – used well at peak time and used for other activities e.g. chair activities They got £23k from government for 'free swim' and it has been used to install new pumps which will reduce energy costs.</p>	
<p>Recommendation for the charge:</p> <ul style="list-style-type: none"> ○ The unit cost for the service needs to be understood ○ Compare the charges with other authorities ○ Consider having a pricing structure to reflect peak usage times ○ Consider targeting staff on occupancy to increase usage and income 	

Department	Leisure
Service	Creswell Leisure centre (G071) Bolsover Wellness GP referrals
Current charge	
Unit cost	
Volume	
Which category?	Discretionary service/discretionary charge
Are the costs being recovered?	
Which Corporate objective does it support? (if discretionary service)	
How was the charge determined?	
Are all the current charges being collected ?	
Is it affected by external factors?	
What are other authorities/ commercial organisations (if applicable) charging?	
Are there any foreseen changes?	
Are there any issues/barriers to increasing the charge?	
Any further questions/information required:	
<p>This is a recharge from G061.</p> <p>It is a 12 week membership which is free of charge. 48% continue using the service after the 12 weeks (compared to 12% across the county). The following 12 weeks are offered at a reduced rate and then they pay the full rate.</p> <p>There is no change to the income if the volume increases or decrease.</p>	
Recommendation for the charge:	
<ul style="list-style-type: none"> ○ The unit cost for the service needs to be understood ○ What capacity do they have for service? Is there a maximum that they can take? ○ Could suggest £x for x referrals – which is the break even point but if the volume increases the charge is increase to reflect the additional costs ? - at the moment they are not up to the maximum capacity with the funded posts. If it increased past the capacity then a business case would need to be developed to increase the funding from the PCT. 	

Department	Leisure
Service	Creswell Leisure centre (G071) Misc income
Current charge	Contributions of 1 paid towards the community transports scheme by users who are bussed in as part of the scheme.
Unit cost	
Volume	8970
Which category?	Discretionary service/discretionary charge
Are the costs being recovered?	
Which Corporate objective does it support? (if discretionary service)	
How was the charge determined?	
Are all the current charges being collected ?	
Is it affected by external factors?	
What are other authorities/ commercial organisations (if applicable) charging?	
Are there any foreseen changes?	
Are there any issues/barriers to increasing the charge?	
<p>Any further questions/information required:</p> <p>We do not have the funding to pay for the bus and we are unable to make a charge for the service. Donations are paid at the leisure centre.</p>	
<p>Recommendation for the charge:</p> <p>No change</p>	

Department	Leisure
Service	Creswell Leisure centre (G071) Fitness suite income Cash and direct debit payments to use the service
Current charge	See Appendix A, Table 4
Unit cost	
Volume	100 (monthly gold members)
Which category?	Discretionary service/discretionary charge
Are the costs being recovered?	
Which Corporate objective does it support? (if discretionary service)	
How was the charge determined?	
Are all the current charges being collected ?	
Is it affected by external factors?	
What are other authorities/ commercial organisations (if applicable) charging?	Similar charging to fitness first (£30 per month)
Are there any foreseen changes?	
Are there any issues/barriers to increasing the charge?	
Any further questions/information required:	
<p>The charges are collected by a 3rd party who charge £10 per member and they chase defaulters – not provided by the council.</p> <p>Tried to create a club environment to maintain members. Always trying to sign up new members due to the attrition rate.</p>	
Recommendation for the charge:	
<ul style="list-style-type: none"> ○ The unit cost for the service needs to be understood ○ Compare the charges with other authorities / private companies that are offering the service ○ There is no minimum sign-up period. Therefore why are we paying for a debt recovery service? ○ Consider options/deal/marketing to increase usage 	

Department	Leisure
Service	Creswell Leisure centre (G071) sunbed income – SERVICE WITHDRAWN
Current charge	3 min = 1, 6 min = 2.20, 9 min = 3.20
Unit cost	n/a
Volume	n/a
Which category?	Discretionary service/discretionary charge
Are the costs being recovered?	n/a
Which Corporate objective does it support? (if discretionary service)	n/a
How was the charge determined?	n/a
Are all the current charges being collected ?	n/a
Is it affected by external factors?	n/a
What are other authorities/ commercial organisations (if applicable) charging?	n/a
Are there any foreseen changes?	The service has been withdrawn
Are there any issues/barriers to increasing the charge?	n/a
Any further questions/information required:	
This has created a dead area. They struggle for changing area during the education sessions so may use it for mens changing but it will generate not income.	
Recommendation for the charge:	
n/a	

Department	Leisure
Service	Culture and heritage (G067) Outdoor events income – SERVICE WITHDRAWN
Current charge	n/a
Unit cost	n/a
Volume	n/a
Which category?	Discretionary service/discretionary charge
Are the costs being recovered?	n/a
Which Corporate objective does it support? (if discretionary service)	n/a
How was the charge determined?	n/a
Are all the current charges being collected ?	n/a
Is it affected by external factors?	n/a
What are other authorities/ commercial organisations (if applicable) charging?	n/a
Are there any foreseen changes?	The service has been withdrawn
Are there any issues/barriers to increasing the charge?	n/a
Any further questions/information required:	
Recommendation for the charge:	
n/a	

Department	Leisure
Service	Frederick Gents school community use (G112) Fees and charges
Current charge	See Appendix A Table 1-4
Unit cost	
Volume	
Which category?	Discretionary service/discretionary charge
Are the costs being recovered?	
Which Corporate objective does it support? (if discretionary service)	
How was the charge determined?	The charges were brought into line with the BDC charges when the site was taken on from the school.
Are all the current charges being collected ?	
Is it affected by external factors?	
What are other authorities/ commercial organisations (if applicable) charging?	
Are there any foreseen changes?	They are looking to change the music room in to a fitness suite
Are there any issues/barriers to increasing the charge?	
Any further questions/information required:	
Evening and weekend facilities as a partnership with the school.	
Occupancy: Dance – some capacity Sports hall – well used e.g. badminton clubs Tennis courts Utilisation rate of the site is high	
Recommendation for the charge:	
<ul style="list-style-type: none"> ○ The unit cost for the service needs to be understood ○ Compare the charges with other authorities ○ Investigate the potential of introducing the fitness suite by assessing the competition and potential demand – this has been commissioned with partners (DCC and the school) 	

Department	Leisure
Service	Frederick Gents school community use (G112) vending machine income
Current charge	
Unit cost	
Volume	
Which category?	Discretionary service/discretionary charge
Are the costs being recovered?	
Which Corporate objective does it support? (if discretionary service)	
How was the charge determined?	Cost + 30% as advised by finance
Are all the current charges being collected ?	
Is it affected by external factors?	
What are other authorities/ commercial organisations (if applicable) charging?	
Are there any foreseen changes?	
Are there any issues/barriers to increasing the charge?	
<p>Any further questions/information required:</p> <p>Over the counter sales as school did not want to have vending machines</p>	
<p>Recommendation for the charge:</p> <ul style="list-style-type: none"> ○ Target staff to increase the sales 	

Department	Leisure
Service	Go Football (G063) fees and charges
Current charge	See Appendix A Table 9
Unit cost	
Volume	
Which category?	Discretionary service/discretionary charge
Are the costs being recovered?	
Which Corporate objective does it support? (if discretionary service)	
How was the charge determined?	Inherited
Are all the current charges being collected ?	
Is it affected by external factors?	
What are other authorities/ commercial organisations (if applicable) charging?	No one else offers the service so there is no comparison
Are there any foreseen changes?	
Are there any issues/barriers to increasing the charge?	
<p>Any further questions/information required: Courses delivered in the district (Go and Brazilian football) after school, weekends and holidays. Targeted at children Brazilian football – there is a charge for the kit and they are looking to make savings in this area. It is promoted at the schools. It is not fully subscribed on every course.</p> <p>The have £75k funding for 3 years to provide footballing through schools for this programme. The team are revisiting the package on offer to ensure that it meets the needs.</p>	
<p>Recommendation for the charge:</p> <ul style="list-style-type: none"> ○ The unit cost for the service needs to be understood ○ Consider charging the unit cost ○ Ensure that the capacity is maximised e.g. promotions 	

Department	Leisure
Service	Kissinggate Leisure centre (G069) vending sales
Current charge	
Unit cost	
Volume	
Which category?	Discretionary service/discretionary charge
Are the costs being recovered?	
Which Corporate objective does it support? (if discretionary service)	
How was the charge determined?	30% mark up on items agreed with finance
Are all the current charges being collected ?	Yes – customer pays before items are received
Is it affected by external factors?	Machines leased and negotiated on a 5 years lease.
What are other authorities/ commercial organisations (if applicable) charging?	
Are there any foreseen changes?	No income while site has been closed
Are there any issues/barriers to increasing the charge?	
Any further questions/information required:	
<p>Recommendation for the charge:</p> <ul style="list-style-type: none"> ○ Consider reducing the cost when the lease expires (one contract for all council machines or buy a machine?) and stock them all internally so that more of the profit is retained by the Council ○ Target staff to increase the sales e.g. always fully stocked 	

Department	Leisure
Service	Kissinggate Leisure centre (G069) Fees and charges
Current charge	See Appendix A Table 1-4
Unit cost	
Volume	
Which category?	Discretionary service/discretionary charge
Are the costs being recovered?	
Which Corporate objective does it support? (if discretionary service)	
How was the charge determined?	
Are all the current charges being collected ?	
Is it affected by external factors?	
What are other authorities/ commercial organisations (if applicable) charging?	Not known and has not been compared since membership of CIPFA was withdrawn
Are there any foreseen changes?	No service provided for last 12 months due to site being unavailable
Are there any issues/barriers to increasing the charge?	
Any further questions/information required:	
<p>Recommendation for the charge:</p> <ul style="list-style-type: none"> ○ The unit cost for the service needs to be understood ○ Compare the charges with other authorities ○ Consider having a pricing structure to reflect peak usage times ○ Consider targeting staff on occupancy to increase usage and income 	

Department	Leisure
Service	Kissinggate Leisure centre (G069) Bolsover wellness GP referrals
Current charge	
Unit cost	
Volume	
Which category?	Discretionary service/discretionary charge
Are the costs being recovered?	
Which Corporate objective does it support? (if discretionary service)	
How was the charge determined?	
Are all the current charges being collected ?	
Is it affected by external factors?	
What are other authorities/ commercial organisations (if applicable) charging?	
Are there any foreseen changes?	
Are there any issues/barriers to increasing the charge?	
Any further questions/information required:	
<p>This is a recharge from G061. It is a 12 week membership which is free of charge. 48% continue using the service after the 12 weeks (compared to 12% across the county). The following 12 weeks are offered at a reduced rate and then they pay the full rate. There is no change to the income if the volume increases or decrease</p>	
Recommendation for the charge:	
<ul style="list-style-type: none"> ○ The unit cost for the service needs to be understood ○ What capacity do they have for service? Is there a maximum that they can take? ○ Could suggest £x for x referrals – which is the break even point but if the volume increases the charge is increase to reflect the additional costs - at the moment they are not up to the maximum capacity with the funded posts. If it increased past the capacity then a business case would need to be developed to increase the funding from the PCT. 	

Department	Leisure
Service	Kissinggate Leisure centre (G069) fitness suite income. Cash and direct debit payments to use the service
Current charge	See Appendix A Table 1-4
Unit cost	
Volume	
Which category?	Discretionary service/discretionary charge
Are the costs being recovered?	
Which Corporate objective does it support? (if discretionary service)	
How was the charge determined?	
Are all the current charges being collected ?	
Is it affected by external factors?	
What are other authorities/ commercial organisations (if applicable) charging?	Similar charging to fitness first (£30 per month)
Are there any foreseen changes?	
Are there any issues/barriers to increasing the charge?	
<p>Any further questions/information required:</p> <p>The charges are collected by a 3rd party who charge £10 per member and they chase defaulters – not provided by the council.</p> <p>Tried to create a club environment to maintain members. Always trying to sign up new members due to the attrition rate.</p>	
<p>Recommendation for the charge:</p> <ul style="list-style-type: none"> ○ The unit cost for the service needs to be understood ○ Compare the charges with other authorities / private companies that are offering the service ○ There is no minimum sign-up period. Therefore why are we paying for a debt recovery service? ○ Consider options/deal/marketing to increase usage 	

Department	Leisure
Service	Kissinggate Leisure centre (G069) Bar sales
Current charge	
Unit cost	
Volume	
Which category?	Discretionary service/discretionary charge
Are the costs being recovered?	
Which Corporate objective does it support? (if discretionary service)	
How was the charge determined?	Cost + 30% as agreed with finance
Are all the current charges being collected ?	
Is it affected by external factors?	
What are other authorities/ commercial organisations (if applicable) charging?	
Are there any foreseen changes?	
Are there any issues/barriers to increasing the charge?	
Any further questions/information required:	
<p>They are expecting more funding from the PCT to promote healthy eating during the day in the new kitchen.</p> <p>The team are using the opening to capitalise on the opportunities for this area.</p>	
Recommendation for the charge:	
<ul style="list-style-type: none"> ○ The unit cost needs to be understood ○ Consideration needs to be given to charging the unit cost (including food) and a profit ○ Increase the food sales/service with the increased facilities in the kitchen ○ Consider providing a target for the sales to increase the income 	

Department	Leisure
Service	Kissingate Leisure centre (G069) sunbed income - SERVICE WITHDRAWN
Current charge	3 min = 1, 6 min = 2.20, 9 min = 3.20
Unit cost	n/a
Volume	n/a
Which category?	Discretionary service/discretionary charge
Are the costs being recovered?	n/a
Which Corporate objective does it support? (if discretionary service)	n/a
How was the charge determined?	n/a
Are all the current charges being collected ?	n/a
Is it affected by external factors?	n/a
What are other authorities/ commercial organisations (if applicable) charging?	n/a
Are there any foreseen changes?	The service has been withdrawn
Are there any issues/barriers to increasing the charge?	n/a
Any further questions/information required:	
The space will be used to increase the floor space in the gym to increase the equipment and attract more users	
Recommendation for the charge:	
n/a	

Department	Leisure
Service	Outdoor sports and recreation facilities (G070) fees and charges
Current charge	See Appendix A, Table 5
Unit cost	
Volume	
Which category?	Discretionary service/discretionary charge
Are the costs being recovered?	
Which Corporate objective does it support? (if discretionary service)	
How was the charge determined?	
Are all the current charges being collected ?	
Is it affected by external factors?	
What are other authorities/ commercial organisations (if applicable) charging?	
Are there any foreseen changes?	Some sites are owned by the council and they are looking to sub-let
Are there any issues/barriers to increasing the charge?	
Any further questions/information required:	
<p>Covers the following :</p> <ul style="list-style-type: none"> Castle leisure park 2 bowling greens - they used to charge per head but now charge per club to cut grass and maintain the site grass football pitches cricket pitches astra turf pitch 	
Recommendation for the charge:	
<ul style="list-style-type: none"> ○ The unit cost for the service needs to be understood ○ Compare the charges with other authorities ○ Consider having a pricing structure to reflect peak usage times ○ Consider targeting staff on occupancy to increase usage and income 	

Department	Leisure
Service	Parks, playgrounds and open spaces (G065) fees and charges These are the charges we make for inspecting / maintaining other Parishes playgrounds
Current charge	See Appendix A, Table 7
Unit cost	
Volume	
Which category?	Discretionary service/discretionary charge
Are the costs being recovered?	
Which Corporate objective does it support? (if discretionary service)	
How was the charge determined?	
Are all the current charges being collected ?	
Is it affected by external factors?	
What are other authorities/ commercial organisations (if applicable) charging?	
Are there any foreseen changes?	
Are there any issues/barriers to increasing the charge?	They have to ensure that they adhere to the Health and Safety legislation
Any further questions/information required: They undertake minor repairs and charge for the service	
Recommendation for the charge: <ul style="list-style-type: none"> ○ The unit cost for the service needs to be understood ○ Consider charging the unit cost 	

Department	Leisure
Service	Bolsover Wellness Programme (G061) fees and charges – GP referrals income
Current charge	£2 per session
Unit cost	
Volume	
Which category?	Discretionary service/discretionary charge
Are the costs being recovered?	
Which Corporate objective does it support? (if discretionary service)	
How was the charge determined?	
Are all the current charges being collected ?	
Is it affected by external factors?	
What are other authorities/ commercial organisations (if applicable) charging?	
Are there any foreseen changes?	
Are there any issues/barriers to increasing the charge?	The buddy may not go and neither would the individual who requires the service
<p>Any further questions/information required:</p> <p>Buddy scheme i.e. individuals can bring a friend for the 12 weeks</p>	
<p>Recommendation for the charge:</p> <ul style="list-style-type: none"> ○ The unit cost for the service needs to be understood ○ Need to understand the volume of usage by the buddies and how successful the scheme is in getting individuals in the scheme and the buddies to join as a full members ○ Consider charging the unit cost 	

Department	Leisure
Service	Bolsover Wellness Programme (G061) misc income
Current charge	n/a
Unit cost	n/a
Volume	n/a
Which category?	Discretionary service/discretionary charge
Are the costs being recovered?	n/a
Which Corporate objective does it support? (if discretionary service)	n/a
How was the charge determined?	n/a
Are all the current charges being collected ?	n/a
Is it affected by external factors?	n/a
What are other authorities/ commercial organisations (if applicable) charging?	n/a
Are there any foreseen changes?	n/a
Are there any issues/barriers to increasing the charge?	n/a
Any further questions/information required:	
One off grant from the PCT to extend the kitchen at Kissingate	
Recommendation for the charge:	
n/a	

View from the Head of Service – lee Hickin 01/09/09

Lee felt that all the recommendations were reasonable and in line with his thoughts.

He is developing a marketing strategy which will need to be approved which will cover elements of the recommendations.

He felt that his only other concern was internal charges where he has no control over including the increases which can make the service not viable.

Appendix G

Department	Regeneration
Service	Markets Rents (G029)
Current charge	Set fees apply – various charges
Unit cost	Unable to determine, as this involves differing amounts of worker time, some tenants actually put up their own staffs therefore saving us manpower
Volume	Unknown
Which category?	Discretionary service/discretionary charge
Are the costs being recovered?	This is difficult to determine but the officer feels that we are raising as much income as possible
Which Corporate objective does it support? (if discretionary service)	Regeneration - Developing healthy, prosperous and sustainable communities
How was the charge determined?	The charge was set to be comparable with other local markets
Are all the current charges being collected ?	Charges are generally collected. There have been a couple of cases where the trader did not arrive and therefore did not pay as they had ceased trading.
Is it affected by external factors?	The current national decline in markets has had a detrimental effect on the number of traders wishing to rent stalls
What are other authorities/ commercial organisations (if applicable) charging?	Charges are competitive with other local markets and in line with the Market Traders Federation website.
Are there any foreseen changes?	It is expected to be part of Best Value Review later in the year.
Are there any issues/barriers to increasing the charge?	Too much business would be lost as currently there are not many traders around. Markets are in decline all over the region – Mansfield being a prime example. The officer is hopeful of building up Shirebrook car boot sale though, hopefully attracting a market butcher to the site.
Any further questions/information required:	
<p>Recommendation for the charge: Appears to be well run at the moment, especially with regard to current market conditions. It would not be possible to greatly increase the charges as business could be lost.</p> <p>Opportunities for future innovative redevelopment of the markets should be explored</p> <p>There needs to be flexibility in charging to respond to the changing economic climate rather than being fixed annually</p> <p>The Best Value review of the service to take place by the end of the financial year</p>	

Department	Regeneration
Service	Pleasley Vale Electricity Trading (G092) Electricity recharge income from tenants
Current charge	12.07p/kWh(day) and 9.98p pkWh (night)
Unit cost	11.501p/kWh(day) and 9.335p pkWh (night)
Volume	
Which category?	Not a mandatory service, however the nature of the buildings necessitates the supply coming through the Council's infrastructure.
Are the costs being recovered?	Yes
Which Corporate objective does it support? (if discretionary service)	?
How was the charge determined?	The Council's billing brings in extra charges of around £18,000 which covers the Council's expenditure on maintenance of the infrastructure
Are all the current charges being collected ?	Payment of bills is managed by Innes England, and debtors are pursued when payments are in arrears.
Is it affected by external factors?	The cost of the Electricity supply at the Mills is affected in a similar manner to domestic fuel charges, in that market conditions can cause fluctuations in costs.
What are other authorities/ commercial organisations (if applicable) charging?	Tenants regularly make enquiries about whether or not they can access cheaper fuel but they are shown the facts that the fuel is sourced at the cheapest rates. The Electricity is sourced through a consortium which includes Notts County Council, whose buying power ensures the cheapest rates.
Are there any foreseen changes?	No
Are there any issues/barriers to increasing the charge?	Increasing the rates too much could possibly result in loss of tenants.
Any further questions/information required:	
Recommendation for the charge: The management of the tenants who fall in to arrears by Innes England be reviewed to minimise the risk to the Council of lost revenue on electricity payments	

Department	Regeneration
Service	Pleasley Vales Mills (G090) Pleasley Rental Income
Current charge	Details vary per property – available from Innes England / Roger Owen
Unit cost	Unknown
Volume	Approximately 80% of the property is let at the moment as the demand has increased
Which category?	Discretionary service/discretionary charge
Are the costs being recovered?	Unknown
Which Corporate objective does it support? (if discretionary service)	
How was the charge determined?	Market forces – negotiated with tenants via Innes England.
Are all the current charges being collected ?	No due to the arrears
Is it affected by external factors?	Yes
What are other authorities/ commercial organisations (if applicable) charging?	Unknown
Are there any foreseen changes?	Charges are set for the term of the contract which are mainly 3 years but there are variations.
Are there any issues/barriers to increasing the charge?	Tenants may be lost
Any further questions/information required:	
Recommendation for the charge: <p>The management of the tenants who fall in to arrears by Innes England be reviewed to minimise the risk to the Council of lost revenue on rental payments</p>	

Department	Regeneration
Service	Premises Development (G089) – ad hoc property rent for various commercial properties
Current charge	Various Largest property is the Social services property with brings in about 50% of the total income.
Unit cost	Unknown
Volume	
Which category?	Discretionary service/discretionary charge
Are the costs being recovered?	Officer feels that they are. The only vacant property is Kitchen Croft (opposite the council building)
Which Corporate objective does it support? (if discretionary service)	
How was the charge determined?	Rent reviewed at the end of the lease (lease lengths vary) and in line with market at that time.
Are all the current charges being collected ?	The rent is collected via Revenues and they are not aware of any issues
Is it affected by external factors?	Market forces affect the charges and the demand for the properties.
What are other authorities/ commercial organisations (if applicable) charging?	
Are there any foreseen changes?	
Are there any issues/barriers to increasing the charge?	Minimal enquiries received by the council for shops.
Any further questions/information required:	
Recommendation for the charge: <ul style="list-style-type: none"> ○ The costs need to be understood including the admin and management, maintenance, repairs and rent collection as well as the financial impact on properties left empty ○ Ensure that the rents are reviewed and the costs are covered 	

Department	Regeneration
Service	Premises Development (G089) – licences
Current charge	Allotments - £2.50 per year Garden licence from 5p to £100 Access licence from £10 to £60 Storage licence from £50 to £300 Grazing licence from £60 to £400
Unit cost	Unknown
Volume	75 allotments on 8 sites 9 currently vacant on 3 sites Garden licence - 20 Access licence - 11 Storage licence - 2 Grazing licence- 6
Which category?	Discretionary service/discretionary charge
Are the costs being recovered?	?
Which Corporate objective does it support? (if discretionary service)	
How was the charge determined?	Allotments - the charge has not changed for at least 2 years Gardens –value on the market and review every 2 years
Are all the current charges being collected?	
Is it affected by external factors?	
What are other authorities/ commercial organisations (if applicable) charging?	
Are there any foreseen changes?	
Are there any issues/barriers to increasing the charge?	Some allotments are attached to gardens and it may be difficult to let them other than to the garden owners.
Any further questions/information required:	
An agreement is produced and issued to allotment holder – does this administration including collecting the charge cost more than the £2.50? Some of the allotments have garages on the sites. Access – rights on a temporary basis Garden – where it joins someone's land and charge varies with the size of the land and is temporary (next step is a lease and would cost more as you need a solicitor) A months notice is required to stop licence to renew fee/update	
Recommendation for the charge:	
<ul style="list-style-type: none"> ○ Investigate if appropriate to pass to the parish councils (allotments) ○ The actual cost of providing the service to be understood ○ Benchmark with neighbouring authorities ○ Review the option to sell the land ○ Ensure that costs are covered by the charges for 2010/11 ○ Check that they are correctly categorised e.g. allotments with garages should be charged as such i.e. £120 per year 	

Department	Regeneration
Service	Restaurant (G099) sales received over the counter in the restaurant or from vending machines. Discretionary services review completed for this service.
Current charge	
Unit cost	No unit cost as such 5% increase applied this year
Volume	
Which category?	
Are the costs being recovered?	
Which Corporate objective does it support? (if discretionary service)	
How was the charge determined?	
Are all the current charges being collected ?	
Is it affected by external factors?	
What are other authorities/ commercial organisations (if applicable) charging?	
Are there any foreseen changes?	
Are there any issues/barriers to increasing the charge?	
Any further questions/information required:	
Recommendation for the charge:	
No longer applicable as the decision has been taken to reduce the service	

Recommended Item from Scrutiny Committee held on 13th October 2009

392. POLICY AND PERFORMANCE MANAGEMENT GROUPS

(1) PROGRESS ON REVIEWS

(c) PPMG3 - Capital Budget Review

The Chair of PPMG3 presented the report which gave details of the review into the Capital Budget Review.

Moved by Councillor H. Ward and seconded by Councillor T. Rodda

RESOLVED that (1) the review is closed,

RECOMMENDED that (2) PPMG3 be presented with complete pre-budget funding figures before they are submitted to Council so that they can be scrutinised with a view to finding savings in the next budget period,

(3) the report be forwarded to the Executive.

(Scrutiny and Policy Officer/Head of Democratic Services)

Council/ Committee:	Scrutiny	Agenda Item No.:	9(1)(c)
Date:	13 October 2009	Category	
Subject:	Capital budget review	Status	Open
Report by:	PPMG3		
Other Officers involved:	Scrutiny and Policy Officer		
Director	Chief Executive Officer		
Relevant Portfolio Holder	Portfolio Holders for Regeneration and Environment		

RELEVANT CORPORATE AIMS

STRATEGIC ORGANISATIONAL DEVELOPMENT – Continually improving our organisation. It is expected that the outcome of the review will contribute to the priority to continue to monitor, review and improve the economy, efficiency and effectiveness of all Council services.

TARGETS

There are no specific targets in the Corporate Plan for the review however the aim is to minimise the Council's financial shortfall.

VALUE FOR MONEY

The review has no financial impact.

THE REPORT

The report for the review is attached.

ISSUES FOR CONSIDERATION

As outlined in the attached report

IMPLICATIONS

Financial : None

Legal : None

Human Resources : None

RECOMMENDATIONS:

- 1. That the review is closed**
- 2. That PPMG3 is presented with complete pre-budget funding figures before they are submitted to Council so that they can scrutinise them with a view to finding savings in the next budget period**
- 3. That the report be forwarded to the Executive**

ATTACHMENT:

Y

FILE REFERENCE:

Capital Budget Review report for Scrutiny 270709 v
0.1.doc

SOURCE DOCUMENT:

Capital Budget
Scrutiny Review

August 2009

By PPMG3

Cllr Bowler
Cllr Rodda
Cllr Gray
Cllr Holmes
Cllr Morley
Cllr Phelan
Cllr Ward

After a meeting with the leader, deputy leader, the chair of scrutiny, the PPMG chairs agreed to take to Scrutiny a proposal to look at finding savings to address the shortfall in the budget.

This was agreed at Scrutiny on 13th April 2009 and PPMG3 were to look at Capital Programs

It soon became clear that this could not be done in the normal schedule of meetings and it was agreed that extra meetings were necessary.

I would therefore like to thank the members of the group and the members of the executive Dennis Kelly and Alan Tomlinson and all the officers who contributed to the report, and Bernadette O Donnell for producing the report.

Hazel Ward
Chair of PPMG3

Introduction

Identify savings in the Capital Budget by the end of Sept 09.
The review will cover all capital projects except vehicle purchases.

Reason for the review

The Leader and Deputy shared their concerns with the PPMG chairs about the shortfall in the budget and the impact of job evaluation. These concerns were taken to the Scrutiny Committee who agreed that all the groups would review the budget and PPMG3 agreed to identify any possible cash or efficiency savings within the capital programme.

The review

1. Overview of the capital finances and latest budget information

Dave Hill gave the group an overview of the Capital budget that was summarised for the next 3 years in the Medium Term Financial Plan 2009-2012 and demonstrates that it is reducing over that period. The capital is funded by one of the following:

- Grants (mainly government)
- Capital receipts (selling of major items e.g. land - 75% from house sale goes to the government)
- Revenue contributions (from council tax/rents which is reducing in the current climate)
- Prudential borrowing (the current rate of borrowing is 4.5% as it is not via commercial lenders i.e. the cost of borrowing £1 million would be £45k)

Interest from capital is listed as revenue

Dave Hill discussed the cost of purchasing vehicles and equipment. He confirmed that there was a vehicle review being undertaken and led by Stuart Tomlinson (see section 4).

There is a capital bid scheme and applications were scored out of 60 points against the corporate aims, risks, exit strategy and revenue implications. These were all assessed last year but there was no money to fund them. If money is available there are no criteria to decide which bids are approved and it was felt that this was an area that members could consider.

Dave Hill confirmed that to make savings in this area the project would have to be delivered at a reduced cost as not delivering the project would not produce the efficiency saving. If the project is funded by a grant then the council would not get the benefit unless extra work could be delivered for the same price.

2. Overview of the regeneration capital finances

David Eccles gave the group an overview capital projects in regeneration.

South Normanton Joint Service Centre - confirmed that this was on hold at the moment and they are considering alternatives. This project was driven by Derbyshire County Council to group all the service together to benefit the residents. £1 million has been assigned but at this stage it is not clear what will be required and when.

Council land - confirmed that the Council had sold land and there was a limited amount that the Council still owned.

Private sector renewal areas - in the renewal areas external money has improved the housing conditions and the prices in those areas. They need to assess how much it will cost to complete the work that has been started and may consider input from landlords who have benefited from the improvements made. The Council will not be able to afford them because of the cost of borrowing. The review of private sector housing is nearly complete.

Asset management – this is now risk focused and will enable the Council to manage it's assets but will cost of £840k. This will highlight the assets that do not pay for themselves and enable challenge if they are retained. The asset plan now covered all the Council's assets and the status of them including the footpaths that the District Council own. This ensures that the Council have a full view of the status of all its assets. The plan focuses on the issues and where money needs to be spent so that priorities can be established. Council garages are not included as they are part of Housing.

The group questioned if the Asset Management Plan needed the £800,000 but it was confirmed that it would need more money to complete all the work identified. They also questioned why there was no money in future years and it was confirmed that they have to submit a capital bid. There would be some savings this year that would be rolled over to next year and reduce the size of the bid required.

Depot – the 2 old sites will be mothballed and rented out to bring in some income. If they are left empty for 6 months then the Council will be liable for 50% of the rates. They expect to develop or sell the land when the property market improves.

Kitchen Croft building – this had been let out to Business Link which had provided no benefit to the Council. It will be leased to the police for 25 years providing a £15k income to the Council.

Pleasley Mills - originally was a great scheme but now it is harder to manage the assets due to the health and safety requirements (DDA, fire and asbestos) to make it viable. They were trying to generate interested buyers but the market has changed. A member of the team has gone to a conference to try and promote the mills. There is revenue from the areas that are rented out and it does make a small profit but it is the capital costs that are a burden for the Council. It is a conservation area but it is not a listed building. There are 400 jobs at the site which does produce an income so he would not expect a new owner to change the situation however if the Council were to specify how it was used this would limit interested buyers. It is 70% occupied and mill 2 was in the worst condition but is in demand for storage. They are now looking at creating business space in towns which is more successful.

3. Details of individual capital projects

John Sherwood provided an overview of the capital budget round which inputs to the final capital projects that the members approve. He updated the group on the current projects:

New Houghton - this is in conjunction with Medan Valley who have contributed £2.7m against the Council's £1.5m. There may be some savings due to the change in the economic climate and that the tenders had come in lower than expected. These savings may be used for other areas. Bids have been made to regional housing to get external funding as the council's capital is reducing. In previous years they sold 100 council houses but this year they have only sold 7.

New Terrace Upper Pleasley – they have been working in this area for 20 years. The remaining £50k is to complete the final repairs. The Council money is minimal in comparison to the contribution from external agencies.

Byron Street Shirebrook – this has been ongoing over the last 3 years and the money is required to complete the repairs for the project.

Station Road Shirebrook – there has been £2.5m spent on this project mainly spent on demolition with the majority being external funding.

Disabled Facilities Grants – these are mandatory and the Council will need more to meet the needs as it is an increasing demand. They have received £270k from the government but the Council have to match the funding. This is not used for council house adaptations which are include in the Housing budget. There is no scope for savings as all contracts go out to tender in a competitive environment to ensure that we get value for money.

The scoring for the capital projects is biased towards these projects as they can often get match funding and ensures that the money goes further and works for the benefit of the Council. The benefit of the Council investing in the area will

ensure that others invest in the area too. If a resident sells the house within 5 years they have to pay a proportion of the grant back to the Council.

The Head of Housing confirmed that for every £1 collected in rent :

35p goes to the government
30p is spent on repairs
30p goes in to the capital fund
5p is the management costs

The housing revenue is ring fenced to ensure the houses are maintained in the current condition. Previously capital has not been used for upgrades to council houses and that the money from the sale of properties or garages goes in to the capital pot and can be spent on anything e.g. the new depot. They have spent £4.5m this year to achieve the decent home standard by 31 December 2010 and it is on track to achieve the target. There is an officer/member group that met on a monthly basis to monitor the status of housing including the budget and they move money around if efficiencies are identified. There are no other savings to be made.

Disabled adaptations - the £150k in the capital project only covers the external work that has to be completed in this area as the small jobs are delivered internally and the total cost is in the region of £450k. There is no money supplied for council houses but there is money for private houses however it is means tested. There is a panel who consider the needs and weed out any that are unrealistic. It is mandatory for the district to provide them and any repayments of the grants go in to the DFG but to date there has not been any repayments. They are working with county on the best use of resource and regularly looking at efficiency but the demand is increasing.

Tenants' aspirations - this was money allocated from the Housing Revenue Account and was separate to the repairs and maintenance budget. They have set up 4 tenants participation groups in the contact centre areas and asked the group how they would like the money to be spent. This resulted in some areas getting new soffitts and fascias, doors and a buggy park. The capital money from the HRA has to be spent on the council properties and that the majority was allocated to the bringing the properties to the Decent Homes Standard and a small amount was put towards tenants aspirations. The tenant's groups needed money to support the decisions that they were making.

4. Details of the fleet management review.

The group reviewed a copy of the Fleet Management Review Project Log. The group accepted that the purchase of all vehicles is on hold and being looked at by that project group and there would be no value in duplicating this work. The

group accepted that Cllr Kelly is a member of the project and would be able to keep them up to date on the development decisions within that project. No further information was received by the group so no decision can be taken by the group in this area.

Conclusion

The review has provided the group with an understanding of how the capital projects operate. However after several meetings it became clear that the group could not find any savings simply because the budget was decided at the start of the budget period, which means that decisions on spend were already made. From the investigations made it is clear that officers are making efficiencies where they can e.g. reduced price of tenders in the current climate.

Recommendations:

Please see page ** of the covering report.

Recommended Item from Scrutiny Committee held on 10th November 2009

478. POLICY AND PERFORMANCE MANAGEMENT GROUPS

1. Progress on Reviews

(d) PPMG4

The Chair of PPMG4 presented the Group's report on the Housing Revenue Account Review that they had carried out and thanked all Officers and Members who had taken part in the review. The report looked at the current service plan for the Housing Department which gave an overview of the department and helped the group to understand the structure and roles.

The review then looked at how the department respond to housing requests and CAN Rangers.

Moved by Councillor M. Dooley and seconded by Councillor J.E. Smith

RECOMMENDED that (1) the end-to-end process of housing calls that generated a visit to a resident be reviewed by the Business Process Improvement Team to ensure that the process is efficient,

(2) the Head of Finance and Revenues be asked to carry out a complete review of the items charged to the Housing Revenue Account,

(3) valid performance measures are introduced for the Repairs and Maintenance Team to improve efficiency and performance prior to the introduction of mobile working,

(4) training be provided to officers that are involved in the eviction process to ensure that they are sensitive and professional when representing the Council,

(5) the remit of the CAN Rangers be revisited to ensure that they are only providing services that are not provided by other departments or agencies and their job descriptions be updated to reflect the agreed remit of the role,

(6) customer feedback be obtained on the CAN Ranger service,

(7) the option to move the Rangers' base to the Contact Centres be investigated to enable them to carry

out some of their duties on foot and possibly reduce the 9 vehicles by 5,

(8) the Head of Community and Street Services works with the finance department to identify potential savings including the reduction of the overtime budget,

(9) the recommendations be forwarded to the Executive for approval,

(10) the review is closed.

Moved by Councillor T. Connerton and seconded by Councillor S. Peake **RECOMMENDED** that (11) an in-depth review of the property handover process to identify any areas for improvement, be undertaken.

(Head of Customer Service and Performance/Head of Democratic Services)

Council/ Committee:	Scrutiny	Agenda Item No.:	11 (1)
Date:	10 November 2009	Category	
Subject:	Housing Revenue Account Review	Status	Open
Report by:	PPMG4		
Other Officers involved:	Scrutiny and Policy Officer		
Director	Chief Executive Officer		
Relevant Portfolio Holder	Housing Management		

RELEVANT CORPORATE AIMS

STRATEGIC ORGANISATIONAL DEVELOPMENT – Continually improving our organisation. It is expected that the outcome of the review will contribute to the priority to continue to monitor, review and improve the economy, efficiency and effectiveness of all Council services.

TARGETS

There are no specific targets in the Corporate Plan for the review however the aim is to minimise the Council's financial shortfall.

VALUE FOR MONEY

The recommendations are intended to reduce the financial impact on the Council.

THE REPORT

The report for the review is attached.

ISSUES FOR CONSIDERATION

Whether to accept the recommendations below.

IMPLICATIONS

Financial : None

Legal : None

Human Resources : None

RECOMMENDATIONS:

- 1. That the end-to-end process of Housing calls that generated a visit to a resident is reviewed by the Business Process Improvement Team to ensure that the process is efficient.**
- 2. The Head of Finance be asked to do a complete review of the items charged to the Housing Revenue Account**
- 3. Valid performance measures are introduced for the repairs and maintenance team to improve efficiency and performance prior to the introduction of mobile working.**
- 4. PPMG3 will undertake an in-depth review of the property handover process to identify any areas for improvement.**
- 5. Training is provided to officers that are involved in the eviction process to ensure that they are sensitive and professional when representing the Council**
- 6. Revisit the remit of the CAN rangers to ensure that they are only providing services that are not provided by other departments or agencies and their job descriptions is updated to reflect the agreed remit of the role**
- 7. Customer feedback needs to be obtained on the CAN ranger service.**
- 8. Investigate the option to move the ranger's base to the contact centres to enable them to carry out some of their duties on foot and could reduce the 9 vehicles by 5.**
- 9. The Head of Community and Street Services works with the finance department to identify potential savings including the reduction of the overtime budget.**
- 10. The recommendations be forwarded to the Executive for approval**
- 11. The review is closed.**

ATTACHMENT: Y
FILE REFERENCE: Report on Housing Revenue Account for Scrutiny
Nov 09 final.doc
SOURCE DOCUMENT:

Review of the Housing Revenue Account

November 2009

By PPMG4

Cllr Dooley
Cllr B Hendry
Cllr P Hendry
Cllr Huddless
Cllr Peake
Cllr Smith
Cllr Webster

I together with the other scrutiny chairs in consultation with the chair of scrutiny agreed that the review subject for the groups would have to be the budget due to the potential shortfall for the Council. The remit for PPMG4 was the Housing Revenue Account.

I would like to thank all the group for their contribution as we have had some great debates and we are all aware of the importance in trying to be more efficient, save jobs and protect frontline services. This is a challenge for us all.

My thanks must also go to:
Bernie for her commitment, hard work and covering the extra group meetings.
Cllr Keith Bowman and Cllr Brian Murray-Carr for their input on the HRA and Community Safety.

Alison Donohoe, Peter Campbell and John Ricthie for their expertise and input to this review.

Mary Dooley
Chair of PPMG4

Introduction

To identify significant savings or opportunities to increase income within the Housing Revenue Account to supply recommendations to feed in to the budget process in September 2009.

The review covers:

- Systems and processing
- The department
- Services provided by Community Services to Housing

The review will exclude fees and charges and capital projects within the housing remit that are being covered by other PPMG reviews

Reason for the review

The Council has a financial shortfall of £1.1m for 2009/10. This is expected to be a similar situation for the following years.

The review

Housing

The group reviewed the current service plan for the Housing department to understand the structure and roles as well as an overview of the department. The group then discussed the details within the Housing Service plan and identified the following questions for the evidence gathering session:

- What is the role of the Tenancy Management officer, Housing needs officer and the part-time housing assistant? Why is there one in each contact centre?
- Cost of repairs – highest and lowest repair cost
- Performance of the repairs and maintenance – annual volume of repairs completed? % jobs completed on the first visit? Details of performance targets?
- Understanding of who is going out to residents re. debt collection on behalf of the council and the standards that they are applying e.g. professionalism
- Why has the cost of house clearance increased from £502 in 06/07 to £20k ?
- Why is overtime being paid in the area of tenants participation (H010)?

The group raised the issue of surplus stock and how it is being disposed of. It was confirmed that it was an issue and that the mobile solution will ensure that only the items required for each repair would be issued. It was accepted that the mobile solution would need to be in before the savings would be realised.

The group investigated the status of garage sites and it was confirmed that the intention was to sell them but the current economic situation did not make it viable at the moment.

The group reviewed the structure of the teams within the department from the service plan and identified areas to question the Head of Service.

The Head of Service provided the following responses during the evidence gathering session:

- a. What is the role of the Tenancy Management officer, Housing Needs Officer and the part-time Housing Assistant? Why is there one in each contact centre?

Tenancy Management Officer – the post was introduced 2/3years ago and covers all elements of housing management e.g. rent arrears, ASB, nuisance. Each officer has 1300 properties and the national average is 500. Housing Needs Officer – they look at individual needs which can be difficult e.g. homeless and try to get involved earlier to prevent them getting homeless by looking at the alternatives like mediation. They also manage the wardens and sheltered schemes where other authorities have separate officers for this role.

Housing Assistant – they work 20 hours per week and provide admin support to the other roles (50/50).

The group raised their concerns on the duplication but it was stated that in comparison to other authorities they have few officers. He stated that having them sited at the contact centres was a political decision which provides local access and the local knowledge is useful.

- b. Cost of repairs – highest and lowest repair cost

Peter said that he had compared the cost of management of the housing repairs and the cost of repairs to the government information (HIPs returns) and the council is the lowest in the east midlands. He confirmed that internally the lowest cost was £10 and highest was £4500 and externally the lowest was £6 and highest was £4,500.

- c. Performance of the repairs and maintenance – annual volume of repairs completed? % jobs completed on the first visit? Details of performance targets?

Peter provided a list of the performance measures that were available. He also stated that he expected improvements with the introduction of mobile working. The group were concerned about the lack of valid performance measures for the repairs and maintenance team. The group thought that this needs to be addressed to improve performance prior to the introduction of mobile working. This would form a basis to measure the improvement once mobile working is introduced.

d. Why have the voids increased and become a problem?

Peter confirmed that voids had increased last year from an average of 400 to 500 and there was no apparent reason. Peter had compared our performance against the other east midland authorities and felt that the performance was not that bad. He also stated that the budget had originally excluded the voids and when it was added at a later date it was brought to the members attention which created the concern.

Voids is the only process that involves all sections of the department. On the day that the keys are handed in the property is inspected and clearance is arranged if required. Work is then carried out to the agreed standards while the housing needs team will allocate the property. Peter feels that the pre inspections need to be improved to ensure that the tenants leave the property in the standard that has been agreed.

They also aim to do any capital work on the property while they are empty. They also want firmer timescales to complete the work so that the letting of the property can be co-ordinated and avoid any unnecessary void time. They have an issue with the time it takes to get the materials to complete the work as it often takes weeks. However this will be resolved with the changes to the stores.

Peter confirmed that they always had 70/80 properties empty at any one time and by targeting them they have managed to reduce them to 22 by using the repairs and maintenance staff.

The group were concerned about the loss of revenue and access for new tenants to council properties. The group agreed that they would undertake an in-depth review in this area to identify any areas for improvement.

e. Need to understand the property handover process and potential delays that are resulting in a reduction in income for the Authority

Peter confirmed that there is a code of practice and that the Council's standards exceed them.

f. Understanding of who is going out to residents re. debt collection on behalf of the Council and the standards that they are applying e.g. professionalism

Peter said that officers were sympathetic to the tenants but they also needed to make clear the consequences of their actions. They also refer individuals to specialist agencies when they need help.

Peter suggested to members that they can spend time with the officers so that they can see what they do.

During the review, issues around the handling of an eviction were raised. The Group felt that training should be provided to officers that are involved

in the eviction process to ensure that they are sensitive and professional when representing the Council.

- g. Why has the cost of house clearance increased from £502 in 06/07 to £20k?

Peter confirmed that this had been wrongly coded previously and it was the cost of skip hire for abandoned items and items removed from houses.

- h. Why is overtime being paid in the area of tenants participation (H010)?

This is the cost of delivery of the tenant's newsletters and they are looking for alternative delivery methods

Peter was then asked how he would suggest that savings could be made in his department. Peter felt that he had already contributed by the restructure of the electricians and mobile working and would continue by looking at the sheltered housing. He said that they keep an efficiency log and challenge how they work and procure services. He also raised the issue that there is expenditure on the HRA which can be attributed to housing but they have to pay for other department's services e.g. CAN Rangers, grounds maintenance, CSPD. He needs to look at the services and challenge the cost of the items. He also highlighted the cost of the 11 wardens' cars that are over £100k and would investigate if the cost could be reduced.

Responding to housing requests

The group had examples which raised their concerns over the repeat visits made by Council staff to residents which had potential to reduce the costs for the Council.

The group agreed that they would look at the end-to-end system where incidents were being referred to other departments to be addressed for housing related issues and responses. In order to identify savings the group would need to understand how the system currently works to identify improvements. They agreed that they would need to invite someone from the Contact Centre to the next meeting to understand:

- How housing related calls are handled?
- What information is obtained from the caller
- How they decide who to refer the incident to?
- What happens if it is referred to the wrong department? Do they know?
- What are the timescales?
- How do they know that the incident has been resolved?
- Details of how many incidents reported to the contact centre require a visit and which departments resolve the issue.

Alison Donohoe talked the group through process how the staff handle housing calls :

When they receive a call they search for the answer using either keywords, via the A-Z or by department
They establish if it is a council or private house
If it is a private house then they direct them to Environmental Health to resolve. They have access to their Uniform system so if they get repeat calls they can check the status of the actions
If it is a Council house then is it referred to the rangers (this year they had 1688 calls referred to them). They have no visibility to the rangers system so they are unaware of the status. Andy Carr in IT could look at this but is currently stretched on other projects
They provide the customer with the resolution time for resolving the issue where that information is available

Alison confirmed that she has a statement of shared aims and regular meetings with departments to ensure that the scripts used by the advisors remain fit for purpose. She has also introduced an issues log where departments can capture any problems from the contact centres. This is working particularly well with Environmental Health so they can take steps to address the issues.

Alison confirmed that the housing scripts had not moved forward since they were introduced. Although they had tried to meet with the department to take it forward they had cancelled 5 times.

She also confirmed that they were also doing work shadowing with the departments. Environmental Health had been to the contact centre and it had proved productive as they had highlighted improvements that could be made to the scripts.

She also updated the group on the Business Process Improvement (BPI) team who were looking at current processes and challenging how it could be improved. This work is now being led by Jane Foley. The group raised concern about the amount of time being spent on the BPI work and Alison confirmed that it is 2 hours a week and individuals only join the group if they can make the time commitment required.

Alison also talked about the NI 14 which is to reduce avoidable contact with the Council so she is looking at changes that could reduce the incoming calls. An example is the large number of calls they receive to ask when the rent cards are being issued. If this was included in the communication with the user they majority of the calls could be avoided.

The group agreed that they would suggest to Jane Foley that the BPI group looked at the process of Housing calls that generated a visit to a resident to ensure that the process is efficient and avoids repeat officer visits.

CAN Rangers

The group reviewed the current service plan for Community Services department to understand the structure and roles as well as an overview of the department. The group discussed what happened in the District before the CAN rangers were introduced and the lack of estate audits.

Cllr Murray-Carr said that the CAN Rangers were dealing with all issues now and that there were anomalies within the system and potential for savings. He agreed that he would detail some examples that have been identified and forward them to the group (Appendix A). The group reviewed the detail of the incidents which highlighted that the CAN rangers were attending jobs that are inappropriate e.g. boiler not operating properly, tenant complaint water tap constantly running, leaks from recently completed works and delivery of a letter to a tenant

The group reviewed the volume of CAN Ranger incidents over the last 12 months by area and type (Appendix B). The Head of Service confirmed that they also carry out 900 inspections on the state of the streets in the District as well as patrols which are not included in the job volumes that had been provided to the group from the system. The group discussed the inspections that supported NI 195 checking the state of the streets in the District. Concerns were raised why they were involved in doing work for other departments and that the role had grown from the original requirements and in some cases they were taking on work that the Police should be doing.

The Head of Service questioned why this area was being scrutinised as the Executive had completed a review of the CAN rangers about 2 years ago that covered most of the group's questions. The group raised their concerns that it appeared that the rangers were taking on the role that others agencies have responsibility for.

The group reviewed the CAN ranger's job description (Appendix C). The Head of Service confirmed that they do a lot of work on behalf of other departments out of office hours as no other officers are available.

The group then went through the questions that had been identified previously and the Head of Service provided the following responses:

- a. The CAN Rangers are a partnership – what funding is received from each of the partners?

The Rangers are not technically a partnership but they work as one. Consideration has been given to moving them in to a department but remaining separate ensures that they work with every area. Community Safety Partnership is the partnership. The Rangers are funded by the Council. They do receive some funding from LAA, Derbyshire Police and Fire and Rescue. Parish councils were asked to contribute £1 per resident. Some Parishes still contribute as well as the doctors and Heritage School which amounts to £8661 per year. John would like to reduce the hours that

the rangers work but this would reduce the external funding. He confirmed that crime in the District had reduced by 22% and is the best in Derbyshire. The Police are now focusing on improving public perceptions and they are having a 13 week campaign with an event on every day. He also confirmed that the CSP have been given the responsibility for preventing re-offending which is a government target. Domestic violence is also the responsibility of the CSP and the post that Council refused to fund has been funded by the PCT for 2 years.

- b. Neighbourhood management – there is a concern that this is for other partners to deliver – what is the Council’s remit for this area?

This was created due to the problems on the Castle Estate when they took action to get the street lighting improved and opened the community house which has been extended in to other areas. It is judged by the CPA and the health peer review as best practice. The PCT see the houses as the hub and have set on staff to work out of the sites. Regeneration have used the sites to share the plans for the areas with the residents. He confirmed that neighbourhood management covers most of the Council’s objectives. He also confirmed that they dealt with private housing and that they have used the probation service to help with the work.

- c. Anti social behaviour (page 19 from service plan) – what actions have been taken forward?

John confirmed that they have extended the task team on anti social behaviour and are looking to extend Academy to include ASB. Originally they had 12 rangers but as they have moved on to other roles the numbers have reduced. The Rangers support the patch officers and don’t get involved in the Police or PCSO work. John said that the Rangers could get accredited to issue further fixed penalty notices and could remove alcohol from those underage. They also do community events for crime cracking. He confirmed that they have 9 Rangers which may reduce to 8 and he will struggle to cover all the hours 7 days per week although he is considering reducing the hours that they cover.

- d. Are the CAN Rangers proactive or reactive?

They provide both elements as they react to calls that come in and are involved in proactive events like operation Relentless.

- e. Has the CAN Ranger service been benchmarked or is there any customer feedback on the service?

The service was benchmarked by GOEM 3 or 4 years ago and got a distinction for the service. He confirmed that Mansfield have more rangers with more powers so they use Hull as a comparison. The group felt that customer feedback needs to be obtained on the service.

- f. Has any CAN Ranger work transferred to the Handyman e.g. fitting smoke alarms?

The Rangers fit smoke alarms, gates, locks and safes for the residents and while they are in their residence they also do a risk assessment. John said that they do more installations than the Handyman. The group felt that there was an opportunity to transfer the 'handyman' jobs e.g. fitting locks to the Handyman to allow the CAN Rangers to concentrate on ASB.

- g. Concern about CAN Rangers getting involved in violent crime issues e.g. domestic violence and pubs on evenings – should the calls be directed to the Police for them to decide who is appropriate to attend?

John confirmed that this should be the case however the CAN Rangers do support them as they may be able to gather the evidence to enable the Police to take action.

- h. Services (page 32 of the service plan) some are delivered on behalf of PCT and DFRS – are they paying for the service?

They do not pay for the service but they have good links with the PCT which has resulted in funding for extra staff to support Julie Lewis to progress the aim and often the lines are not clear as they are always working together. The group felt that it was confusing for individuals as everyone seems to be involved in all things e.g. fitting smoke alarms. John said that funding came from various sources and so they were all working together to get the most funding for the benefit of the residents.

- i. Clarification of the original remit of the CAN Rangers role and details of their current remit

John shared a leaflet with the group that covered what they currently deliver. He said that they originally attended parish council meetings which they no longer attend. The group suggested that they may want to reinstate this as it may bring the funding back in. John confirmed that they were few incidents that happen after 8pm that the rangers need to attend.

The group reviewed the volume of ASB enforcements :

2006 – 0
2007 – 4
2008 – 8 + 2 interims
2009 (to date) – 3 +1 interim

The group raised their concerns over the volume, cost and benefit of the CCTV cameras. The Head of Service confirmed that the CCTV cameras do not cost the department anything and that the footage from them has helped to solve 2 murders.

The Head of Service was asked by the group how he would suggest that savings could be made in his department. He said that he has already lost 2 members of staff that he has not replaced. He currently has one Ranger on long term sickness that he will not replace if they do not return which will be another salary saving.

He also felt that if the Ranger's base is moved to the contact centres they will be able to carry out some of their duties on foot and could reduce the 9 vehicles by 5. The group felt that this option should be investigated if it is effective and delivers savings.

John confirmed that the domestic violence officer funding runs out in 2 years time and the parenting practitioner which the government are funding for 3 years will also run out. The group were concerned that these services are being provided by other partners e.g. PCT, education, connexions and social services. If they were brought together this would eliminate duplication and ensure a joined up approach.

John also highlighted the fact that finance had not spent any time with him to help identify where funds could be offered up as savings. He thinks that there may be some scope to reduce the overtime budget of £14k.

He also confirmed that the Council did not have an ASB officer as this role was taken on by Deborah Whallet, however the funding for the role was still obtained from county and is used for projects and could be classed as a saving.

Recommendations

Please see page 89 of covering report

Appendix A - CAN Rangers housing incidents (see separate report)

Appendix B - Please see below

	Plea sley	Shi reb roo k Eas t	Shi reb roo k Lan gwi th	shir ebr ook nor th we st	Shi reb roo k sou th we st	Shi reb roo k sou th we st	Bla ck wel l	Pin xto n	So uth nor ma nto n eas t	So uth nor ma nto n we st	Tib she lf	Aul t Hu ckn all	Gla pw ell	Bols over nort h west	Bils over Sout h st	Bol sov we st	Sca rclif fe	barl bro ugh	Clo wn e nor th	Clo wn e So uth	Elm ton wit h cre ss wel l	Whi twe ll	Tota l	%
Abandoned vehicle	2	3	2	0	0	0	0	0	0	2	2	0	0	2	2	3	1	1	1	2	0	1	24	0.57
Advice	5	6	5	3	3	11	3	3	3	6	6	1	3	12	16	5	5	2	11	6	8	3	126	3.00
Anti-social behavior	19	69	26	11	17	28	2	20	24	52	13	3	8	95	63	61	25	7	42	31	54	21	691	16.44
Assisted Car repairs	2	6	1	3	1	5	1	1	0	1	2	5	0	8	21	6	6	0	6	0	6	6	87	2.07
Collect Needle	0	0	0	0	0	0	0	0	0	1	0	0	0	1	0	0	0	0	1	0	2	0	5	0.12
Damage/Vandalism/Graffiti	3	5	1	2	2	3	0	0	0	0	0	2	1	16	4	0	0	0	0	1	5	1	46	1.09
Delivering/Collecting	1	6	3	3	0	3	0	1	4	5	2	0	0	20	10	10	2	0	1	9	8	6	94	2.24
Drugs	8	22	2	12	8	3	4	2	6	9	4	12	4	12	39	4	8	4	7	10	31	7	218	5.19
Emergency Works	1	10	0	0	2	0	0	3	4	1	1	2	0	18	16	4	0	1	0	7	18	6	94	2.24
Filthy premises	9	13	15	8	5	2	2	6	13	2	10	3	7	12	21	7	10	6	11	8	10	9	189	4.50
Fires/Smoke	1	7	0	1	1	0	0	0	0	0	0	0	0	3	4	1	3	0	3	0	0	0	24	0.57
Fit key pads	7	2	2	0	4	3	0	1	1	7	0	0	0	5	2	1	1	2	1	2	5	0	46	1.09
Fit telere care	0	2	0	1	0	0	0	2	0	0	0	0	1	0	1	1	0	0	0	2	1	0	11	0.26
Fly tipping and rubbish	0	0	0	0	0	0	1	0	0	0	0	0	0	0	0	0	0	0	0	1	1	0	3	0.07
Footballing problem	18	44	10	9	6	15	0	5	8	9	1	20	3	31	25	6	11	12	9	12	15	9	278	6.62
	0	4	1	1	1	0	0	1	12	7	0	0	0	1	3	4	0	0	6	3	1	0	45	1.07

Housing	8	25	20	12	7	6	8	11	7	3	1	6	11	57	40	30	18	3	21	7	39	45	385	9.16
Join operations	1	13	3	2	0	2	1	0	2	0	1	1	2	7	27	5	3	1	2	7	5	4	89	2.12
Liaising	3	7	2	2	0	1	0	0	1	0	2	0	3	3	8	1	1	1	1	4	6	1	47	1.12
litter problem	0	2	0	1	0	1	0	1	1	0	0	0	0	1	4	0	1	2	2	3	0	1	20	0.48
Meeting	1	1	0	2	0	0	0	0	0	1	0	0	1	1	31	0	0	1	1	0	1	3	44	1.05
Monitoring	0	4	2	2	3	2	0	1	2	5	1	0	0	3	6	3	0	2	0	0	3	1	40	0.95
Neighbour dispute	2	4	6	3	4	3	4	3	4	8	9	2	1	8	7	4	6	4	12	11	10	12	127	3.02
Noise Nuisance	15	7	15	10	18	16	0	19	10	27	18	2	7	28	33	17	22	2	13	10	28	27	344	8.19
Parking	0	3	4	0	6	1	1	1	3	2	1	0	0	4	5	0	0	1	6	4	3	2	47	1.12
Patrol Required	2	14	15	6	3	1	0	0	8	5	1	0	1	10	7	3	4	4	6	2	12	4	108	2.57
Pollution/Fumes Problem	1	3	3	1	1	2	0	2	2	1	1	0	0	0	1	0	2	1	2	1	1	1	26	0.62
travellers	0	0	1	0	0	8	0	0	0	3	0	0	0	0	1	1	0	0	0	0	0	0	14	0.33
Road kills	0	0	0	0	1	0	0	1	0	0	1	0	0	1	2	0	0	4	0	1	1	0	12	0.29
Roadside seats	0	0	0	0	0	0	0	0	0	0	0	0	0	0	1	0	0	0	0	0	0	0	1	0.02
Safety gate	0	1	1	2	0	1	0	2	0	2	2	2	0	1	9	0	4	0	0	1	5	2	35	0.83
Security works	14	22	12	19	22	9	8	49	21	23	39	7	4	51	34	14	33	9	17	18	23	9	457	10.88
Smoke alarms	5	5	5	6	6	1	5	17	8	10	13	2	0	21	7	9	6	4	8	6	7	6	157	3.74
Smoke alarms Replaced	0	0	5	1	1	0	0	0	0	4	4	0	2	1	7	0	2	0	3	2	4	2	38	0.90
Sports	0	0	0	0	0	0	0	0	0	0	0	0	0	0	1	0	0	0	0	0	0	0	1	0.02
Street monitoring	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	1	0	0	0	0	0	0	1	0.02
Street lighting	0	1	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	2	0	0	3	0.07
Sweep glass	0	7	0	0	0	0	0	0	0	1	0	0	0	0	0	2	0	0	0	1	0	0	11	0.26
Training	0	0	0	0	0	0	0	0	0	0	0	0	0	0	1	0	0	0	0	0	0	0	1	0.02
tree inspection	0	0	0	0	0	0	0	0	0	4	0	0	0	0	1	0	0	3	0	0	1	0	9	0.21
trees	0	0	0	0	0	0	0	0	0	4	0	0	0	0	3	0	0	1	0	0	1	0	9	0.21
Untidy Gardens	1	5	7	7	5	2	0	1	5	13	5	3	1	15	18	3	1	0	28	10	17	27	174	4.14
Void properties	0	1	0	1	0	1	0	0	0	0	0	1	0	5	0	2	2	0	4	0	2	2	21	0.50
Total	129	324	169	131	127	130	40	153	149	218	140	74	60	453	481	208	177	78	225	184	334	218	420	

%	3.07	7.7	4.0	3.1	3.0	3.0	0.9	3.6	3.5	5.1	3.3	1.7	1.4	10.7	11.4	4.9	4.2	1.8	5.3	4.3	7.9	5.1	2
		1	2	2	2	9	5	4	5	9	3	6	3	8	5	5	1	6	5	8	5	9	

Number of Rangers 9
 Productive hours yrly 1498
 Number of incidents 4202
 Average per incident:
 3 hours 33 mins

CAN Rangers job description

POST DETAIL

TITLE: Community Ranger

POST NO: CSO007-CSO018

GRADE: Grade 5

DIRECTORATE: Chief Executive's

DEPARTMENT: Community Services

RESPONSIBLE TO: Head of Community Services

1. JOB PURPOSE AND OVERVIEW

1.1 General

1.1.1 To make public areas safer and cleaner by proactively patrolling the streets and to help improve public confidence and safety by showing the public that areas are cared for.

1.1.2 To work with the Police and other Council staff to show their visible presence can help reduce crime.

1.2 Keep the Streets Clean

1.2.1 With other "patch" Officers, to report faulty street lights, dangers on the footpath and work with others to blitz litter, graffiti and abandoned cars throughout the District.

1.3 Work with Local People

1.3.1 To get to know local people and understand their concerns in order to act as role models and ambassadors for the District. By doing this and helping with local events, the postholder will become part of the community with a 'can do' approach.

1.4 Co-ordinate Council Services

1.4.1 To keep in touch with local people, businesses and visitors in order for problems to be solved in the quickest possible way.

2. GENERAL DUTIES AND RESPONSIBILITIES

The post-holder must, at all times, carry out their duties and responsibilities to comply with the policies, Standing Orders, Financial Regulations, Employee Code of Conduct, procedures and Constitution of the employer.

- 2.1 To be a link in the Community Action Network, improving public safety and well-being.**
- 2.2 To be involved in resolving disputes at an early stage, if possible, including mediation, and attending court as a witness if required.**
- 2.3 To provide advice and information to local residents on community well-being and crime prevention related matters.**
- 2.4 To take appropriate action to ensure that vacant public sector properties do not become an eyesore and nuisance to residents and to pick up and report on void properties and giro drops.**
- 2.5 To gather and provide evidence, in statement form where required, of anti-social behaviour in order to assist the Council (and other agencies where possible) in performing its duties, including the use of camera equipment, video and covert surveillance.**
- 2.6 To work in partnership with the fire and rescue service and carry out Home Risk Assessment.**
- 2.7 To work in partnership with Primary Care Trust and fit aids as required.**
- 2.8 To fit security works in conjunction with the Community Safety Officer and Crime and Disorder Partnership.**
- 2.9 To be able to drive and be responsible for council vehicles in the course of carrying out duties.**
- 2.10 To be involved in Cracking Crime Days, conferences, events etc.**
- 2.11 To be involved in local clean-up campaigns, which may include litter picking/supervision of litter-picking.**
- 2.12 To work with Housing Officers on Patch Management.**

- 2.13 To work as Neighbourhood Team Officers in conjunction with tasking from the Police.**
- 2.14 To act as authorised Officers of the Authority, using enforcement powers and fixed penalty notices on issues such as, but not limited to, litter dropping, dog fouling, fly tipping and abandoned vehicles.**
- 2.15 To attend out of hours calls for housing repairs and assess the work. To carry out the work or to report back to Central Control for the emergency Contractor to attend.**
- 2.16 The postholder will be responsible for the delivery of the Rangers' functions and liaise with:-**

**Police Beat Officers
Police Community Support Officers
Housing Officers
Neighbourhood Management Project Workers
District Office Staff
Environmental Health Officers including Dog Wardens
Derbyshire Fire and Rescue Services
Primary Care Trust
Other Partnership Agencies, Surestart, Probation, Doctors, Schools etc.
ASB Team
RSL's (NCHA, Derwent, EMHA) etc.
Sports Development Staff**

- 2.17 Attend and play an active part in meetings, seminars, workshops and work groups as required**
- 2.18 To carry out any other duties, commensurate with the grade, as may be required from time to time.**

3. DUTIES AND RESPONSIBILITIES IN RELATION TO HEALTH AND SAFETY

- 3.1 To be aware of the requirements of the Corporate Health and Safety Policy Statement which sets out individual responsibilities for health and safety at work.**
- 3.2 To be aware of the Council's Corporate Health and Safety Policy.**

- 3.3 To undertake the roles and responsibilities outlined in the Corporate Health and Safety Policy.
- 3.4 To comply with the requirements of the Council's specific health and safety policies procedures, risk assessments and safe systems of work.
- 3.5 To take care of themselves and others who may be affected by their work activities.

4. DUTIES AND RESPONSIBILITIES IN RELATION TO EQUALITY AND DIVERSITY

- 4.1 To familiarise yourself with the contents of the Council's Corporate Equality Plan, Equality Policy, Race Equality Plan, Disability Equality Plan and Gender Equality Scheme.
- 4.2 To implement the Council's Equality Diversity policies, plans and schemes.
- 4.3 To challenge all forms of discrimination and harassment.

5. DUTIES AND RESPONSIBILITIES IN RELATION TO COMMUNITY SAFETY (SECTION 17)

- 5.1 To familiarise yourself with the provisions of Section 17 of the Crime and Disorder Act. This section requires the Authority and individual employees to consider how community safety can be improved when the functions of the Authority are exercised.
- 5.2 To be aware of the need to improve Community Safety and actively to explore ways of improving community safety through the work of the Directorate in which you are employed.

6. DUTIES AND RESPONSIBILITIES IN RELATION TO THE RISK MANAGEMENT STRATEGY

- 6.1 To familiarise yourself with the contents of the Council's Risk Management Strategy.
- 6.2 To undertake the roles and responsibilities of the Council's Risk Management Strategy insofar as it is relevant to your own area of work and the work of the Directorate in which you are employed.

7. DUTIES AND RESPONSIBILITIES IN RELATION TO DATA PROTECTION, FREEDOM OF INFORMATION AND ENVIRONMENTAL INFORMATION REGULATIONS

- 7.1 To familiarise yourself with the Council's Access to Information Policy Statement and departmental Data Protection Code of Practice.
- 7.2 To implement individual responsibilities within the Access to Information Policy, in particular under the Data Protection Act 1998.

8. DUTIES AND RESPONSIBILITIES IN RELATION TO DATA QUALITY MANAGEMENT

- 8.1 To familiarise yourself with the Council's Data Quality Statement and departmental Data Quality arrangements.
- 8.2 To be aware of the Council's commitment to Quality Assurance schemes such as Customer Excellence, QUEST, Investors in People and other such schemes.

9. REVIEW ARRANGEMENTS

- 9.1 This job description sets out a summary of the key features of the role. It is not intended to be exhaustive and will be reviewed periodically to ensure that it remains appropriate for the role in response to emerging priorities and organisational development.

Signature of Manager

Signature of Employee

Appendix A

Anti-Social Behaviour System Management Reports

Ins ID	Status	Type	Reported Date	Complainant	Address	Ward	Complaint	Description of Action	Scheduled Date	Sch. Time	Actual Date	Act. Time
58831	COMPLETED	Housing						report of leaking radiator.	03-JUN-2009	19:25	03-JUN-2009	19:25
58830	COMPLETED	Housing						request to visit address as road sweeper had gone through the fencing. had to check to make sure fencing had been made temp secure.	03-JUN-2009	18:47	03-JUN-2009	18:47
57789	COMPLETED	Housing						Request made from Central Control ,please have a look at faulty door in communal area.	19-MAY-2009	18:41	19-MAY-2009	18:41
57788	COMPLETED	Housing						Request from Central Control to disconnect a life line which has been going off all night. Warden will not do the job.	20-MAY-2009	22:36	20-MAY-2009	22:36
57787	COMPLETED	Housing						Request [REDACTED] complaining about [REDACTED] some kind of shed/lean to which has been attached to fence [REDACTED]	21-MAY-2009	14:33	21-MAY-2009	14:33
57654	COMPLETED	Housing						request to take photos of property as a land rover had gone through the fencing	18-MAY-2009	13:50	18-MAY-2009	13:50
59067	COMPLETED	Housing						Tenant has fault with bath tap.	07-JUN-2009	18:35	07-JUN-2009	18:35
59328	COMPLETED	Housing						passed on concerns about the state of the empty propertys gardens at the top of springfield cres bolslover ,our propertys and very over grown	12-JUN-2009	11:23	12-JUN-2009	11:23
59327	COMPLETED	Housing						visited tenant again and asked him to keep the security door closed as he props it open in the day	12-JUN-2009	11:14	12-JUN-2009	11:14
59249	COMPLETED	Housing						request from irene to visit the tenant and ask him to stop proping the outside door open	10-JUN-2009	14:11	10-JUN-2009	14:11

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59248	COMPLETED	Housing				joint visit with [redacted] tmo with ref to state of the garden	10-JUN-2009	13:07	10-JUN-2009	13:07
59069	COMPLETED	Housing				tenant has problem with combi boiler.	07-JUN-2009	20:38	07-JUN-2009	20:38
59268	COMPLETED	Housing			*	Check state of garden [redacted]	11-JUN-2009	10:30	11-JUN-2009	10:30
57527	COMPLETED	Housing				Front door unable to shut.	16-MAY-2009	17:30	16-MAY-2009	17:30
57507	COMPLETED	Housing				[redacted] needs assistance with her outside light.	16-MAY-2009	09:28	16-MAY-2009	09:28
57229	COMPLETED	Housing				Request made to attend address and try to mend tenants door.	12-MAY-2009	19:56	12-MAY-2009	19:56
58413	COMPLETED	Housing				tenant unable to get in the front door ,problem with lock.	29-MAY-2009	21:27	29-MAY-2009	21:27
58107	COMPLETED	Housing				tenant complaining his heating getting too hot but radiators not working.	26-MAY-2009	19:35	26-MAY-2009	19:35
58972	COMPLETED	Housing				While at ASB forum [redacted] asking about installation of lifeline in her property. She is concerned due to her son moving out who is her carer.	03-JUN-2009	15:29	03-JUN-2009	15:29
58971	COMPLETED	Housing				RE CHECK PROPERTY FOR TMO	05-JUN-2009	13:00	05-JUN-2009	13:00
58970	COMPLETED	Housing				re check property for TMO	05-JUN-2009	12:30	05-JUN-2009	12:30
58969	COMPLETED	Housing				While at ASB Forum, OAP lady needing advice regarding neighbour letting her son park van on grass.	03-JUN-2009	15:25	03-JUN-2009	15:25
58967	COMPLETED	Housing				re-check property for TMO .	04-JUN-2009	12:00	04-JUN-2009	12:00
59168	COMPLETED	Housing				Request from Housing to relieve [redacted] and stay there until workmen have finished .	09-JUN-2009	15:15	09-JUN-2009	15:15

59129	COMPLETED	Housing	Gentleman has concerns regarding neighbours shed as he feels it may fall on him as he drives by on his mobility scooter. [REDACTED] is complaining about other people parking cars in the car park near to her property, and there are so many that the car park is full and there is no room for the residents on [REDACTED] to put their cars in the car park. [REDACTED] does know who some of the perpetrators are. She has requested a Ranger to visit to deal with the problem.	09-JUN-2009	12:40	09-JUN-2009	12:40
58707	COMPLETED	Housing	tenant possibly had distaction burglar in house. key missing	03-JUN-2009	11:14	03-JUN-2009	11:14
58673	COMPLETED	Housing	Tenant not got any heating or hot water.	02-JUN-2009	22:26	02-JUN-2009	22:26
57027	COMPLETED	Housing	Boiler problem , needs assistnace.	10-MAY-2009	10:44	10-MAY-2009	10:44
57012	COMPLETED	Housing	Tenant has problems with back boiler.	09-MAY-2009	18:40	09-MAY-2009	18:40
57011	COMPLETED	Housing	Boiler not operating properly	09-MAY-2009	17:39	09-MAY-2009	17:39
57010	COMPLETED	Housing	[REDACTED] has problems with light bulb.	09-MAY-2009	17:37	09-MAY-2009	17:37
57007	COMPLETED	Housing	REQUEST TO COLLECT MASTER KEY AND LET OAP INTO PROPERTY.	09-MAY-2009	20:26	09-MAY-2009	20:26
56987	COMPLETED	Housing	Request to attend above address due to drugs raid, [REDACTED]	08-MAY-2009	14:00	08-MAY-2009	14:00
56829	COMPLETED	Housing	Request made [REDACTED] to visit empty property and make sure it is secure and collect keys left by ex tenant.	07-MAY-2009	11:04	07-MAY-2009	11:04
56774	COMPLETED	Housing	OAP has a bird trapped in her air vent, please assess and see if you can sort problem.	01-MAY-2009	10:59	01-MAY-2009	10:59
56770	COMPLETED	Housing	Request made to assess damage to garages [REDACTED] due to druggies.	06-MAY-2009	10:00	06-MAY-2009	10:00
56769	COMPLETED	Housing	[REDACTED]	06-MAY-2009	10:13	06-MAY-2009	10:13

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56768	COMPLETED	Housing				Eviction [REDACTED] Please attend.	06-MAY-2009	11:10	06-MAY-2009	11:10
56688	COMPLETED	Housing				Please check window in flat. Eventdines had been in the day.	05-MAY-2009	18:40	05-MAY-2009	18:40
58510	COMPLETED	Housing				Request [REDACTED] to assist at [REDACTED] with the removal and return of kitchen furniture after new floor laid.	29-MAY-2009	11:45	29-MAY-2009	11:45
58491	COMPLETED	Housing				Request fro D	29-MAY-2009	09:00	29-MAY-2009	09:00
58378	COMPLETED	Housing				Request by [REDACTED] TMO, to take photos of garden [REDACTED] for our records just in case tenant does not keep up to her agreement.	29-MAY-2009	13:11	29-MAY-2009	13:11
58376	COMPLETED	Housing				Interviewed [REDACTED] regarding untidy garden.	29-MAY-2009	10:01	29-MAY-2009	10:01
58375	COMPLETED	Housing				request to move kitchen furniture back into kitchens [REDACTED]	29-MAY-2009	09:57	29-MAY-2009	09:57
58268	COMPLETED	Housing				[REDACTED] having problems [REDACTED] - they are cutting down the boundary at the back of the property and dumping rubbish at the back of [REDACTED] fence, and the fence is being damaged. [REDACTED] has requested a Ranger visit ASAP - they are cutting down the boundary at this moment.	28-MAY-2009	13:04	28-MAY-2009	13:04
58249	COMPLETED	Housing				asked by TMO to check this property to see if the tree dispute has been resolved	27-MAY-2009	15:00	27-MAY-2009	15:00
56589	COMPLETED	Housing				[REDACTED] needing assistance with radiator leak.	02-MAY-2009	20:09	02-MAY-2009	20:09
56588	COMPLETED	Housing				OAP needs a new light bulb fitting in her bathroom. Bulb already purchased [REDACTED]	02-MAY-2009	19:06	02-MAY-2009	19:06

56568	COMPLETED	Housing			Alarm sounding in community house.	01-MAY-2009	19:40	MAY-2009	19:40
56547	COMPLETED	Housing			Tenant unable to get smashed glass and broken metal out of light fitting.	04-MAY-2009	22:18	04-MAY-2009	22:18
56507	COMPLETED	Housing		*	tenants loo.wouldn't stop flushing	03-MAY-2009	21:10	03-MAY-2009	21:10
56489	COMPLETED	Housing			confussed oap 's electric had tripped	03-MAY-2009	12:54	03-MAY-2009	12:54
56487	COMPLETED	Housing			delivered diary sheets and gave advice ref problems with neighbour intimidating her brother.	03-MAY-2009	11:47	03-MAY-2009	11:47
56468	COMPLETED	Housing			carbon dioxide alarm sounding	02-MAY-2009	08:57	02-MAY-2009	08:57
56467	COMPLETED	Housing			oap disabled tenants bathroom light flashing and not working	02-MAY-2009	10:05	02-MAY-2009	10:05
58247	COMPLETED	Housing			visit with TMO regarding complaint who is concerned by the dangerous state of the fence.	27-MAY-2009	11:00	27-MAY-2009	11:00
58230	COMPLETED	Housing			visit tenant re complaint	27-MAY-2009	10:15	27-MAY-2009	10:15
58229	COMPLETED	Housing			Visit with TMO regarding ongoing issues with the filthy state of this property.	27-MAY-2009	10:00	27-MAY-2009	10:00
58228	COMPLETED	Housing			Visit with TMO regarding the disgusting state of the garden ie dog feaces.	27-MAY-2009	09:30	27-MAY-2009	09:30
58227	COMPLETED	Housing			Visit with TMO regarding tenancy issues.	27-MAY-2009	09:00	27-MAY-2009	09:00
58208	COMPLETED	Housing			Deliver heater.	27-MAY-2009	20:45	27-MAY-2009	20:45
58108	COMPLETED	Housing			Tenant confused. Thought she had done something with the cooker and was frightened to go to bed.	26-MAY-2009	23:20	26-MAY-2009	23:20
55848	COMPLETED	Housing			collect furniture from and deliver to	22-APR-2009	16:00	22-APR-2009	16:00

56129	COMPLETED	Housing			Tenants electricity tripped.	26-APR-2009	13:00	26-APR-2009	13:00
56109	COMPLETED	Housing			Approached on street by tenants of [redacted] re a dog wandering loose on street. Dog elderly with name tag of [redacted]. Dog taken to [redacted]. Empty property. Spoke to neighbours who said the owner had gone to live on [redacted]. Dog then returned to [redacted] where he now lives!	25-APR-2009	18:11	25-APR-2009	18:11
56108	COMPLETED	Housing			oap stuck in his loo	25-APR-2009	19:10	25-APR-2009	19:10
56087	COMPLETED	Housing		*	Tenant unable to turn hot water tap off.	26-APR-2009	10:15	26-APR-2009	10:15
56208	COMPLETED	Housing			[redacted] from [redacted] had asked if the tree obstructing her window could be lopped the council said that they would do it	28-APR-2009	12:00	28-APR-2009	12:00
55888	COMPLETED	Housing			Visit with [redacted] housing officer re issues with the family	23-APR-2009	10:19	23-APR-2009	10:19
55687	COMPLETED	Housing			tenant with no heating/ hot water.	19-APR-2009	11:00	19-APR-2009	11:00
55589	COMPLETED	Housing			faulty smoke alarm	18-APR-2009	09:15	18-APR-2009	09:15
55587	COMPLETED	Housing			OAP with no power to sockets.	18-APR-2009	12:55	18-APR-2009	12:55
53131	COMPLETED	Housing			re-visit regarding state of garden	16-MAR-2009	11:00	16-MAR-2009	11:00
55215	COMPLETED	Housing			[redacted] has had her purse and keys stolen.	12-APR-2009	19:30	12-APR-2009	19:30
55214	COMPLETED	Housing			Check to see if rubbish as been removed.	14-APR-2009	15:00	14-APR-2009	15:00
54975	COMPLETED	Housing			Request from [redacted] to call in at [redacted] and collect keys from tenant who is [redacted]	08-APR-2009	12:04	08-APR-2009	12:04

54848	COMPLETED	Housing	being evicted.		2009
54688	COMPLETED	Housing	Check landing [redacted] for rubbish left outside propertie.		07-APR-2009 12:00
53230	COMPLETED	Housing	[redacted] complaining that her central heating not working.		06-APR-2009 22:35
53229	COMPLETED	Housing	Request made to deliver heater.		16-MAR-2009 17:17
53228	COMPLETED	Housing	Request made to meet Safer Estates and let them into empty property so they can shutter up.		16-MAR-2009 17:15
53227	COMPLETED	Housing	[redacted] complaining about faulty door, not shutting.	*	15-MAR-2009 18:13
55287	COMPLETED	Housing	OAP complaining about Hot water tap constantly on.		15-MAR-2009 18:10
55049	COMPLETED	Housing	joint visit with tmo after eviction		15-APR-2009 10:02
55048	COMPLETED	Housing	No heating or hot water combi playing up.		09-APR-2009 20:45
53667	COMPLETED	Housing	Be on site for safe estates who are to board up the property.		09-APR-2009 19:00
54810	COMPLETED	Housing	complaint of caravan on road and persons living in it		23-MAR-2009 12:05
55127	COMPLETED	Housing	[redacted] requesting photos of property interior.	*	07-APR-2009 13:26
55107	COMPLETED	Housing	Water leak behind washing machine.	*	12-APR-2009 10:23
55071	COMPLETED	Housing	Leak on pipe work behind washer. deliver diary sheets	*	11-APR-2009 16:58 10-APR-2009 11:00

55068	COMPLETED	Housing												
55067	COMPLETED	Housing												
54968	COMPLETED	Housing								*				
54967	COMPLETED	Housing								*				
54950	COMPLETED	Housing												
54708	COMPLETED	Housing												
53551	COMPLETED	Housing												
54850	COMPLETED	Housing												
54567	COMPLETED	Housing								*				
53893	COMPLETED	Housing												
53892	COMPLETED	Housing												
53891	COMPLETED	Housing												
53888	COMPLETED	Housing												
53487	COMPLETED	Housing												

oap with no heating or hot water.

10-APR-2009 11:30 10-APR-2009 11:30

Tenant complaining of hot water tap constantly running.

11-APR-2009 09:44 11-APR-2009 09:44

Attend Eviction at [REDACTED] property.

08-APR-2009 13:08 08-APR-2009 13:08

leaks from recently completed works in the bathroom

08-APR-2009 23:00 08-APR-2009 23:00

OAP with no lights.

08-APR-2009 22:30 08-APR-2009 22:30

re visit to check untidy garden.

06-APR-2009 13:00 06-APR-2009 13:00

Elderly tenant [REDACTED] anxious after hearing a loud bang from the direction of her gas back boiler.

21-MAR-2009 20:15 21-MAR-2009 20:15

Request [REDACTED] to assist TMO with possible tenant problems

07-APR-2009 16:00 07-APR-2009 16:00

visit [REDACTED] re problem with overflowing pipe.

03-APR-2009 10:00 03-APR-2009 10:00

request from housing to deliver diary sheets

25-MAR-2009 12:40 25-MAR-2009 12:40

request from housing to deliver diary sheets

25-MAR-2009 12:38 25-MAR-2009 12:38

request from housing to deliver diary sheets

25-MAR-2009 12:35 25-MAR-2009 12:35

visit required to examine inside of property

26-MAR-2009 08:23 26-MAR-2009 08:23

Visit [REDACTED] re state of property and condition of young child at property.

20-MAR-2009 10:50 20-MAR-2009 10:50

report from residents of pressure selling [REDACTED]

30-MAR-30-

54248	COMPLETED	Housing	One resident already bought a bed for £3000. [REDACTED]	2010	MAR-2009	20:10
54113	COMPLETED	Housing	[REDACTED] got hot water but no heating.	29-MAR-2009	MAR-2009	12:15
54111	COMPLETED	Housing	[REDACTED] complaining that she can't lock her back door.	29-MAR-2009	MAR-2009	10:47
54109	COMPLETED	Housing	[REDACTED] got hot water but no heating.	29-MAR-2009	MAR-2009	09:19
54108	COMPLETED	Housing	report of heating not working	28-MAR-2009	MAR-2009	17:17
53309	COMPLETED	Housing		18-MAR-2009	MAR-2009	15:43
53308	COMPLETED	Housing		18-MAR-2009	MAR-2009	15:43
53307	COMPLETED	Housing	revisit re barking dogs	18-MAR-2009	MAR-2009	10:38
53249	COMPLETED	Housing	on tmos request delivered diary sheets.	17-MAR-2009	MAR-2009	10:00
53248	COMPLETED	Housing	visit with TMO regarding rent arrears issues	17-MAR-2009	MAR-2009	13:00
53235	COMPLETED	Housing	Due to ASB problems on the street, did follow on visit to property to see how things were.	17-MAR-2009	MAR-2009	19:27
53234	COMPLETED	Housing	Request to deliver diary sheets to property.	16-MAR-2009	MAR-2009	22:25
53233	COMPLETED	Housing	OAP lady has problem with her heating, please assess.	16-MAR-2009	MAR-2009	20:23
53231	COMPLETED	Housing	Faulty heating please assess.	16-MAR-2009	MAR-2009	20:20
53147	COMPLETED	Housing	called on property to discuss asb problems	16-MAR-2009	MAR-2009	11:00

57508	COMPLETED	Housing	* [REDACTED] needs assistance with his Combi Boiler.	16-MAY-2009	10:30	16-MAY-2009	10:30
57208	COMPLETED	Housing	visited [REDACTED] re state of garden as complaint came [REDACTED]	12-MAY-2009	15:37	12-MAY-2009	15:37
57207	COMPLETED	Housing	Joint visit [REDACTED] to assess property	12-MAY-2009	15:04	12-MAY-2009	15:04
56931	COMPLETED	Housing	request from control to go to the above address as late as possible to witness noise from next doors iv	07-MAY-2009	23:33	07-MAY-2009	23:33
55213	COMPLETED	Housing	complaint of lights sparking in the kitchen.	12-APR-2009	17:00	12-APR-2009	17:00
55070	COMPLETED	Housing	* Tenant complaining of blocked toilet.	11-APR-2009	14:55	11-APR-2009	14:55
54088	COMPLETED	Housing	call from c/c to say tenant [REDACTED] could not lock front door as key was missing.	28-MAR-2009	14:58	28-MAR-2009	14:58
53236	COMPLETED	Housing	* tenant complaining about his toilet blocked.	17-MAR-2009	21:30	17-MAR-2009	21:30
44609	COMPLETED	Housing	Tenant unable to open front door no keys	26-NOV-2008	16:21	26-NOV-2008	16:21
44511	COMPLETED	Housing	Derbyshire Fire Service has requested us to attend property and check if all is secure as they have attended a fire earlier at the property. This is an empty property.	25-NOV-2008	21:21	25-NOV-2008	21:21
44509	COMPLETED	Housing	Heater needs collecting from property.	25-NOV-2008	19:17	25-NOV-2008	19:17
44508	COMPLETED	Housing	Please assess fire at property, complaints received.	25-NOV-2008	18:15	25-NOV-2008	18:15
44507	COMPLETED	Housing	* Please call and assess problem with heating.	25-NOV-2008	17:13	25-NOV-2008	17:13
44449	COMPLETED	Housing	Lights out at OAP's bungalow, please assess.	24-NOV-2008	18:52	24-NOV-2008	18:52

44376	COMPLETED	Housing		OAP couple needs assistance resetting their electrics.	23-NOV-2008	20:41	2008
44273	COMPLETED	Housing	*	Unable to flush toilet.	23-NOV-2008	15:08	2008
47928	COMPLETED	Housing		Visit with TMO re rent arrears.	06-JAN-2009	10:30	2009
46831	COMPLETED	Housing		Report that communal door will not lock.	20-DEC-2008	19:14	2008
46827	COMPLETED	Housing		TENANT HAS PROBLEMS WITH BATHROOM LIGHT.	20-DEC-2008	17:47	2008
52011	COMPLETED	Housing		Alarm sounding in the Contact Centre Shirebrook.	28-FEB-2009	15:20	2009
51954	COMPLETED	Housing		Tenant needs help with his heating problem.	17-FEB-2009	20:52	2009
51927	COMPLETED	Housing		OAP Complaining of being unable to flush toilet	26-FEB-2009	21:00	2009
48508	COMPLETED	Housing		OAP lady has no heating or water, please assess.	11-JAN-2009	12:14	2009
48507	COMPLETED	Housing		Mr Reynolds needs help with his boiler, no heating or hot water.	11-JAN-2009	11:01	2009
48488	COMPLETED	Housing		Assist [REDACTED] Housing Officer with problem at property.	09-JAN-2009	09:46	2009
48167	COMPLETED	Housing		visit with TMO re tenancy issues	07-JAN-2009	11:03	2009
48147	COMPLETED	Housing		visit [REDACTED] re getting probationers to sort the garden of oap with M/health/alcohol problems.	07-JAN-2009	10:20	2009
48130	COMPLETED	Housing		visit [REDACTED] re getting probationers to sort the garden	07-JAN-2009	10:20	2009

48129	COMPLETED	Housing			visit with [REDACTED] re tenancy issues also met with [REDACTED] re getting probationers to sort out the garden.	07-JAN-2009	10:00	07-JAN-2009	10:00
48007	COMPLETED	Housing			visit with TMO regarding tenancy issues.	06-JAN-2009	10:00	06-JAN-2009	10:00
44269	COMPLETED	Housing			Central heating not operating	23-NOV-2008	10:12	23-NOV-2008	10:12
44268	COMPLETED	Housing			Central heating not operating	23-NOV-2008	09:30	23-NOV-2008	09:30
44267	COMPLETED	Housing			Overflowing sink from [REDACTED] (upstairs flat) causing water damage to flat [REDACTED] below	23-NOV-2008	09:04	23-NOV-2008	09:04
44249	COMPLETED	Housing			As requested patrols needed for area regarding parking problems.	22-NOV-2008	17:57	22-NOV-2008	17:57
44248	COMPLETED	Housing		*	Leak on tenants radiator, please assess and see if we can make.	22-NOV-2008	15:00	22-NOV-2008	15:00
44247	COMPLETED	Housing		*	request to call at empty property and assess damage. There is a leak inside.	22-NOV-2008	14:50	22-NOV-2008	14:50
44010	COMPLETED	Housing			trip switch had activated. No lights	20-NOV-2008	19:20	20-NOV-2008	19:20
44007	COMPLETED	Housing			oap tenant has had new thermostats fitted to her rads and the property wasn't getting hot enough.	20-NOV-2008	18:10	20-NOV-2008	18:10
43909	COMPLETED	Housing			visit with TMO re filthy state of property.	19-NOV-2008	13:15	19-NOV-2008	13:15
43869	COMPLETED	Housing			visit with TMO re the handing back of the property (signature required)	18-NOV-2008	13:00	18-NOV-2008	13:00
43767	COMPLETED	Housing			[REDACTED] complaining og unusual noise coming from main water pipe in bathroom.	17-NOV-2008	18:34	17-NOV-2008	18:34
43647	COMPLETED	Housing			tenant [REDACTED] having problems with combi boiler no heating or hot water.	16-NOV-2008	22:45	16-NOV-2008	22:45

45248	COMPLETED	Housing		Heater required, boiler faulty.	2008	19:41	DEC-2008	19:41
45247	COMPLETED	Housing		Smoke activated, please disconnect.	03-DEC-2008	17:40	03-DEC-2008	17:40
51811	COMPLETED	Housing		visit over state of property	25-FEB-2009	14:12	25-FEB-2009	14:12
47810	COMPLETED	Housing		OAP heating not working.	01-JAN-2009	12:00	01-JAN-2009	12:00
47668	COMPLETED	Housing		having problems with combi boiler got hot water but no heating.	04-JAN-2009	17:51	04-JAN-2009	17:51
47570	COMPLETED	Housing		Tenants heating system not working please deliver heater.	29-DEC-2008	21:06	29-DEC-2008	21:06
47569	COMPLETED	Housing		Tenant s door is not locking please assess.	29-DEC-2008	20:04	29-DEC-2008	20:04
47568	COMPLETED	Housing		Tenant s door is not locking please assess.	29-DEC-2008	20:04	29-DEC-2008	20:04
47567	COMPLETED	Housing	*	Tenant complaining about water not draining away from sink.	29-DEC-2008	19:01	29-DEC-2008	19:01
47552	COMPLETED	Housing		Tenant also complaining about their heating .	29-DEC-2008	18:59	29-DEC-2008	18:59
47551	COMPLETED	Housing		Tenant has problems with there heating please assess.	28-DEC-2008	18:52	28-DEC-2008	18:52
43307	COMPLETED	Housing	*	Leaking sink waste pie and plug hole	09-NOV-2008	10:11	09-NOV-2008	10:11
43167	COMPLETED	Housing		remove furniture from	11-NOV-2008	09:15	11-NOV-2008	09:15
42747	COMPLETED	Housing		Request from C/C to turn of the power supply to the lifeline system as there was a fault on it	05-NOV-2008	19:45	05-NOV-2008	19:45
42709	COMPLETED	Housing		Asked to check the property as it has been reported that	03-NOV-2008	12:00	03-NOV-2008	12:00

					over turned 4 wheelee bins and then set the bin on fire.	2008		2008	
42530	COMPLETED	Housing			Request from housing to take photos of damaged fence	03-NOV-2008	15:45	03-NOV-2008	15:45
51649	COMPLETED	Housing			lights tripping out when rear bedroom light switch turned on.	22-FEB-2009	18:23	22-FEB-2009	18:23
47550	COMPLETED	Housing			Complaint regarding dog barking [REDACTED] Apparently dog has been left for a long time in the house. [REDACTED] had contacted RSPCA yesterday.	29-DEC-2008	14:29	29-DEC-2008	14:29
47527	COMPLETED	Housing			Tenant has problem with heating and radiators please assess.	29-DEC-2008	10:46	29-DEC-2008	10:46
42447	COMPLETED	Housing		*	report of leaking radiator.	02-NOV-2008	15:30	02-NOV-2008	15:30
42388	COMPLETED	Housing			[REDACTED] is having problems as the parents [REDACTED] have left him home alone for 7 weeks while they have been on holiday while they have been away he has been bringing his mates back in the early hours and they have been shouting ,swearing , banging etc police have been involved	01-NOV-2008	15:13	01-NOV-2008	15:13
42387	COMPLETED	Housing			lights in oaps bungalow had tripped out.	01-NOV-2008	10:11	01-NOV-2008	10:11
42368	COMPLETED	Housing			[REDACTED] has hot rads but no hot water	01-NOV-2008	08:45	01-NOV-2008	08:45
42367	COMPLETED	Housing			occupant unable to lock her door	01-NOV-2008	08:43	01-NOV-2008	08:43
42331	COMPLETED	Housing			joint visit [REDACTED]	31-OCT-2008	13:00	31-OCT-2008	13:00
42330	COMPLETED	Housing			joint visit [REDACTED]	31-OCT-2008	13:19	31-OCT-2008	13:19
42329	COMPLETED	Housing			delivered diary sheets due to on going probs with next door.	31-OCT-2008	17:17	31-OCT-2008	17:17

43630	COMPLETED	Housing	report of leaking radiator.	16-NOV-2008	13:31	16-NOV-2008	13:31
51331	COMPLETED	Housing	Unlock shutter door for ex tenant.	17-FEB-2009	13:00	17-FEB-2009	13:00
51248	COMPLETED	Housing	OAP [REDACTED] lady has no heating or gas, please assist.	15-FEB-2009	19:08	15-FEB-2009	19:08
51151	COMPLETED	Housing	[REDACTED] complaining of kids knocking on his windows.	14-FEB-2009	20:31	14-FEB-2009	20:31
51051	COMPLETED	Housing	return keys from [REDACTED]	12-FEB-2009	14:00	12-FEB-2009	14:00
51050	COMPLETED	Housing	Request from [REDACTED] Housing Officer to visit property and speak to tenant about his dog.	12-FEB-2009	14:08	12-FEB-2009	14:08
47148	COMPLETED	Housing	central heating not working	25-DEC-2008	17:15	25-DEC-2008	17:15
46987	COMPLETED	Housing	Please take photos of garden and propertie, also deliver diary sheets to neighbours.	23-DEC-2008	12:00	23-DEC-2008	12:00
46833	COMPLETED	Housing	Communal door will lock.	20-DEC-2008	19:16	20-DEC-2008	19:16
46829	COMPLETED	Housing	Home help cannot get into OAP bungalow, the door will not unlock and the side gate is bolted.	20-DEC-2008	20:07	20-DEC-2008	20:07
46487	COMPLETED	Housing	painted Anti vandal paint around the waste bin area of vic house.	17-DEC-2008	12:53	17-DEC-2008	12:53
46470	COMPLETED	Housing	Fence and wall to be pained.	17-DEC-2008	10:45	17-DEC-2008	10:45
42050	COMPLETED	Housing	request from housing to view void property and the state it has been left in	28-OCT-2008	14:29	28-OCT-2008	14:29
42049	COMPLETED	Housing	asked by housing to veiw named property as they are leaving and piled everthing outside on the front garden ,the neighbours think it is a fire risk	28-OCT-2008	12:16	28-OCT-2008	12:16

42032	COMPLETED	Housing			complaint of noise from heating system.	27-OCT-2008	17:30	27-OCT-2008	17:30
42030	COMPLETED	Housing			visit with [REDACTED] re tenancy issues.	27-OCT-2008	15:25	27-OCT-2008	15:25
41810	COMPLETED	Housing			OAP's needing heating as their heater has broken.	25-OCT-2008	20:27	25-OCT-2008	20:27
41808	COMPLETED	Housing			OAP needs assistance with her faulty door.	25-OCT-2008	17:24	25-OCT-2008	17:24
51047	COMPLETED	Housing			Instructed by tmo to let [REDACTED] into his property to collect his pushbike.	12-FEB-2009	12:00	12-FEB-2009	12:00
50987	COMPLETED	Housing			Deliver bin to depot	11-FEB-2009	07:36	11-FEB-2009	07:36
50919	COMPLETED	Housing			Request [REDACTED] - could you please attend the property at 10.30 am and show a presence whilst the current tenant moves out. Once completed could you please take the keys from the tenant and deliver [REDACTED] the Contact Centre.	13-FEB-2009	07:00	13-FEB-2009	07:00
50911	COMPLETED	Housing			Assist tmo regarding untidy back garden.	10-FEB-2009	14:10	10-FEB-2009	14:10
50910	COMPLETED	Housing			Assist tmo regarding untidy garden.	10-FEB-2009	14:00	10-FEB-2009	14:00
50909	COMPLETED	Housing			Open door for ex tenant to remove items.	10-FEB-2009	13:00	10-FEB-2009	13:00
50631	COMPLETED	Housing			Deliver letter for TMO	06-FEB-2009	11:45	06-FEB-2009	11:45
50630	COMPLETED	Housing			DELIVER LETTER FOR TMO	06-FEB-2009	12:00	06-FEB-2009	12:00
50035	COMPLETED	Housing			visit tenant with non secure tenancy to see if any problems developing	28-JAN-2009	16:40	28-JAN-2009	16:40
46008	COMPLETED	Housing			several tenants giving concern and possible breach of tenancys	11-DEC-2008	16:51	11-DEC-2008	16:51

45408	COMPLETED	Housing	Tenant locked himself out	04-DEC-2008	21:00	2008
41508	COMPLETED	Housing	Attended the property [redacted] to see if [redacted] had left the property.	22-OCT-2008	09:53	2008
41410	COMPLETED	Housing	Request to visit [redacted] and deliver Housing forms and inspect garden.	20-OCT-2008	11:23	2008
41409	COMPLETED	Housing	Request to visit [redacted] and deliver Housing forms and inspect garden.	21-OCT-2008	11:23	2008
41408	COMPLETED	Housing	Ongoing problem with dumped fencing posts on public land, [redacted]	20-OCT-2008	10:20	2008
41347	COMPLETED	Housing	accompany TMO to give access and get shuttered	20-OCT-2008	23:40	2008
41256	COMPLETED	Housing	Request [redacted] to fit key safe at address.	17-OCT-2008	15:21	2008
41228	COMPLETED	Housing	water coming through ceiling.	19-OCT-2008	10:14	2008
41227	COMPLETED	Housing	toilet hanging off wall	19-OCT-2008	09:51	2008
41212	COMPLETED	Housing	[redacted] got problem with leaking radiator.	18-OCT-2008	15:30	2008
41188	COMPLETED	Housing	oap having problem with outhouse door	18-OCT-2008	15:45	2008
49028	COMPLETED	Housing	Report [redacted] regarding unauthorised parking on front garden without dropped kerb	15-JAN-2009	12:15	2009
49027	COMPLETED	Housing	Report [redacted] regarding vehicles parked on front garden with no dropped kerb.	15-JAN-2009	12:09	2009
45010	COMPLETED	Housing	Tenants own carbon monoxide detector keeps beeping	30-NOV-2008	19:25	2008

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45009	COMPLETED	Housing						*	problems with boiler	30-NOV-2008	16:23	30-NOV-2008	16:23
43628	COMPLETED	Housing							request to assist elderly with moving a wheelchair	16-NOV-2008	13:06	16-NOV-2008	13:06
43531	COMPLETED	Housing							request from [redacted] TMO to open up and lock up after evicted tenant had removed belongings	13-NOV-2008	15:30	13-NOV-2008	15:30
40609	COMPLETED	Housing						*	leaking central heating drain off valve, been leaking some time as carpet very wet.	12-OCT-2008	13:59	12-OCT-2008	13:59
40608	COMPLETED	Housing						*	tenant unable to turn off hot water tap on bathroom wash basin	12-OCT-2008	09:16	12-OCT-2008	09:16
40607	COMPLETED	Housing							water coming through ceiling from flat above [redacted]	12-OCT-2008	08:53	12-OCT-2008	08:53
46248	COMPLETED	Housing							Check combi boiler that wont fire up.	14-DEC-2008	15:12	14-DEC-2008	15:12
45808	COMPLETED	Housing							visit with warden tenant feels that someone has tried to break in to his property.	09-DEC-2008	18:30	09-DEC-2008	18:30
45748	COMPLETED	Housing							OAP NOT ABLE TO SET HEATER TIMER.	05-DEC-2008	15:45	05-DEC-2008	15:45
45011	COMPLETED	Housing							heating not working	30-NOV-2008	21:29	30-NOV-2008	21:29
42987	COMPLETED	Housing							Deliver heater	07-NOV-2008	00:04	07-NOV-2008	00:04
42850	COMPLETED	Housing							Request [redacted] to switch off the mains supply to life lines in the block of oap bungalows.	06-NOV-2008	20:29	06-NOV-2008	20:29
42847	COMPLETED	Housing							[redacted] needs a heater.	05-NOV-2008	17:23	05-NOV-2008	17:23
40290	COMPLETED	Housing						*	Lady has problem with her washer pipes leaking.	05-OCT-2008	10:20	05-OCT-2008	10:20
								*	Lady has problem with her washer pipes	05-OCT-		05-	

40289	COMPLETED	Housing	leaking.	2008	10:20	OCT-2008	10:20
40288	COMPLETED	Housing	OAP lady on floor, [REDACTED] (Warden) has no training on manger so she cannot cope on her own.	05-OCT-2008	15:16	05-OCT-2008	15:16
40211	COMPLETED	Housing	Request [REDACTED] to check door entry codes	07-OCT-2008	22:08	07-OCT-2008	22:08
43874	COMPLETED	Housing	Visit with TMO re- tenancy issues.	18-NOV-2008	14:30	18-NOV-2008	14:30
43873	COMPLETED	Housing	visit with TMO re tenancy issues.	18-NOV-2008	14:00	18-NOV-2008	14:00
42810	COMPLETED	Housing	visit tenant to confirm that she was still living at this address and not sub letting	06-NOV-2008	12:29	06-NOV-2008	12:29
42668	COMPLETED	Housing	Visit above address to serve [REDACTED] an injunction. Visit with [REDACTED]	05-NOV-2008	09:15	05-NOV-2008	09:15
39968	COMPLETED	Housing	[REDACTED] wants assistance with her heating. It is tripping out electric and smelling.	04-OCT-2008	15:04	04-OCT-2008	15:04
39813	COMPLETED	Housing	visit address to lock up after tenant removed belongings.	01-OCT-2008	09:04	01-OCT-2008	09:04
38828	COMPLETED	Housing	[REDACTED] not been seen or in to pay rent	18-SEP-2008	17:02	18-SEP-2008	17:02
38467	COMPLETED	Housing	complaint from tenant [REDACTED] that his window was falling out	13-SEP-2008	19:23	13-SEP-2008	19:23
39848	COMPLETED	Housing	asked by housing to let the exoccupier of the named address in to collect some belongings	02-OCT-2008	10:05	02-OCT-2008	10:05
37907	COMPLETED	Housing	Header tank overflowing	06-SEP-2008	19:12	06-SEP-2008	19:12
39527	COMPLETED	Housing	[REDACTED] complaining of leaking water tank in airing cupboard.	23-SEP-2008	18:47	23-SEP-2008	18:47
38248	COMPLETED	Housing	Report [REDACTED] that a tree has overgrown in the garden of no [REDACTED] hanging	11-SEP-2008	09:10	11-SEP-2008	09:10

43867	COMPLETED	Housing	visit with tmo re ASB from this property. Also condition of garden and property.	18-NOV-2008	08:58	2008	18-NOV-2008	08:58
43687	COMPLETED	Housing	report of ill oap with no heating.	14-NOV-2008	19:50	2008	14-NOV-2008	19:50
43533	COMPLETED	Housing	request from [redacted] tmo to check door entry codes	13-NOV-2008	21:33	2008	13-NOV-2008	21:33
43072	COMPLETED	Housing	report of no lights	09-NOV-2008	17:23	2008	09-NOV-2008	17:23
42036	COMPLETED	Housing	check leak on heating system.	27-OCT-2008	21:40	2008	27-OCT-2008	21:40
38048	COMPLETED	Housing	Problem with electric tripping	09-SEP-2008	17:45	2008	09-SEP-2008	17:45
38047	COMPLETED	Housing	Tenant lost door keys couldn't get into flat	09-SEP-2008	17:20	2008	09-SEP-2008	17:20
52975	COMPLETED	Housing	tenant with young baby with no heating .	13-MAR-2009	21:00	2009	13-MAR-2009	21:00
52974	COMPLETED	Housing	2ND VISIT OF THE EVENING WHERE THE BOILER HAD TRIPPED OUT.	13-MAR-2009	22:20	2009	13-MAR-2009	22:20
52973	COMPLETED	Housing	inspection needed for inside the property due to reports that it is not in a fit state.	12-MAR-2009	15:02	2009	12-MAR-2009	15:02
52971	COMPLETED	Housing	complaint of no heating from OAP	13-MAR-2009	20:00	2009	13-MAR-2009	20:00
52970	COMPLETED	Housing	complaint of no heating from OAP	13-MAR-2009	15:54	2009	13-MAR-2009	15:54
52969	COMPLETED	Housing		13-MAR-2009	15:54	2009	13-MAR-2009	15:54
52968	COMPLETED	Housing	complaint from residents in the area regarding a lady from [redacted] going to cut down a 100 ft tree [redacted]	14-MAR-2009	15:44	2009	14-MAR-2009	15:44

52868	COMPLETED	Housing			has told them that the person does not have permission to carry out the work	12-MAR-2009	18:34	12-MAR-2009	18:34
51148	COMPLETED	Housing			OAP has problem with her overflow.	14-FEB-2009	17:28	14-FEB-2009	17:28
50988	COMPLETED	Housing			Open shutter for ex tenant.	11-FEB-2009	15:00	11-FEB-2009	15:00
50913	COMPLETED	Housing			Assist tmo regarding state of back garden.	10-FEB-2009	14:25	10-FEB-2009	14:25
50813	COMPLETED	Housing			Assist [REDACTED] at the above property.	09-FEB-2009	10:45	09-FEB-2009	10:45
50811	COMPLETED	Housing			Assist [REDACTED] at address.	09-FEB-2009	10:22	09-FEB-2009	10:22
50428	COMPLETED	Housing			request to visit property as lifeline repeating.	03-FEB-2009	23:49	03-FEB-2009	23:49
50037	COMPLETED	Housing			visit with [REDACTED] to check state of property	28-JAN-2009	16:44	28-JAN-2009	16:44
49694	COMPLETED	Housing		*	OAP has problem with leak on toilet.	24-JAN-2009	14:50	24-JAN-2009	14:50
41407	COMPLETED	Housing			Request by [REDACTED] (Housing Officer) to inspect two notorious gardens in [REDACTED]	21-OCT-2008	14:10	21-OCT-2008	14:10
41229	COMPLETED	Housing			complaint of no heating but got hot water.	19-OCT-2008	10:57	19-OCT-2008	10:57
40127	COMPLETED	Housing			Leaking radiator.	06-OCT-2008	17:40	06-OCT-2008	17:40
39728	COMPLETED	Housing			OAP needs assistance with heating.	30-SEP-2008	19:51	30-SEP-2008	19:51
38271	COMPLETED	Housing			evicted tenant requested access to former property	11-SEP-2008	16:53	11-SEP-2008	16:53

38270	COMPLETED	Housing	[REDACTED] having problems with fire alarms, residents evacuated.	11-SEP-2008	16:50	2008	11-SEP-2008	16:50	16:50
37747	COMPLETED	Housing	collect key for [REDACTED] from depot to take to [REDACTED]	05-SEP-2008	10:37	2008	05-SEP-2008	10:37	10:37
51848	COMPLETED	Housing	Request [REDACTED] - please collect keys from Clowne Office and arrange to meet former tenant at property at 11.00 am and stay until belongings have been removed. this job is for Monday 2nd March 2009	25-FEB-2009	14:57	2009	25-FEB-2009	14:57	14:57
51828	COMPLETED	Housing	tenant unable to close front door.	22-FEB-2009	13:00	2009	22-FEB-2009	13:00	13:00
51335	COMPLETED	Housing	Request from TMO to check security of property as dodgy character been evicted	17-FEB-2009	13:00	2009	17-FEB-2009	13:00	13:00
51251	COMPLETED	Housing	[REDACTED] has problems with his neighbour having tumble dryer on all night every night, making too much noise, apparently. Asked him to phone us when its happening so we can witness it.	15-FEB-2009	19:16	2009	15-FEB-2009	19:16	19:16
51250	COMPLETED	Housing	Young couple has no heating but has hot water.	15-FEB-2009	19:51	2009	15-FEB-2009	19:51	19:51
52848	COMPLETED	Housing	visit with TMO re the possible abandonment of the property.	10-MAR-2009	11:15	2009	10-MAR-2009	11:15	11:15
52847	COMPLETED	Housing	visit with TMO re- the possible abandonment of the property.	10-MAR-2009	11:00	2009	10-MAR-2009	11:00	11:00
52832	COMPLETED	Housing	RE-VISIT the filthy premises of [REDACTED]	10-MAR-2009	11:00	2009	10-MAR-2009	11:00	11:00
52831	COMPLETED	Housing	RE-VISIT the filthy premises of [REDACTED]	10-MAR-2009	11:00	2009	10-MAR-2009	11:00	11:00
52830	COMPLETED	Housing	visit unsecure tenant with TMO	10-MAR-2009	10:45	2009	10-MAR-2009	10:45	10:45
52829	COMPLETED	Housing	visit with TMO re housing issues.	10-MAR-2009	10:27	2009	10-MAR-2009	10:27	10:27

52828	COMPLETED	Housing			Visit with TMO re the state of the property	10-MAR-2009	09:30	10-MAR-2009	09:30
52827	COMPLETED	Housing			visit with TMO re untidy garden	10-MAR-2009	09:00	10-MAR-2009	09:00
52774	COMPLETED	Housing			Deliver card [REDACTED]	11-MAR-2009	14:00	11-MAR-2009	14:00
52773	COMPLETED	Housing			Called to see tenant about alleged ASB issues on the street and inspect her garden.	11-MAR-2009	10:30	11-MAR-2009	10:30
52772	COMPLETED	Housing			Request made by Housing to be in attendance at the property for two hours while [REDACTED] ex tenant clears his belongings from flat.	10-MAR-2009	13:27	10-MAR-2009	13:27
52771	COMPLETED	Housing			Request made to call at the above property and enquire if the tenant has made request for a bulky collection.	11-MAR-2009	10:25	11-MAR-2009	10:25
52770	COMPLETED	Housing			Request made by [REDACTED] TMO to take photos of the present state of the garden at [REDACTED]	10-MAR-2009	10:22	10-MAR-2009	10:22
50748	COMPLETED	Housing			pick up [REDACTED] and bring to central control	08-FEB-2009	22:15	08-FEB-2009	22:15
50407	COMPLETED	Housing			collect central control staff due to inclement weather conditions.	03-FEB-2009	12:00	03-FEB-2009	12:00
46840	COMPLETED	Housing			OAP couple has a toilet blocked.	20-DEC-2008	21:33	20-DEC-2008	21:33
46531	COMPLETED	Housing			Light shinning into window from field.	17-DEC-2008	13:40	17-DEC-2008	13:40
46368	COMPLETED	Housing			stopped in street by [REDACTED] formerly of [REDACTED] who asked if i could get the master key and let her in and collect the mail.	15-DEC-2008	16:00	15-DEC-2008	16:00
46367	COMPLETED	Housing			visit with TMO regarding tenancy problems	15-DEC-2008	12:00	15-DEC-2008	12:00
50969	COMPLETED	Housing			pleasetake photos of property for court purposes.tenant had been evicted but left the property before eviction was served.items	11-FEB-2009	13:42	11-FEB-2009	13:42

50509	COMPLETED	Housing		left in property.	04-FEB-2009	18:27	04-FEB-2009	18:27
52593	COMPLETED	Housing		Request from TMO [redacted] to check door codes	06-MAR-2009	11:12	06-MAR-2009	11:12
52588	COMPLETED	Housing		Whilst doing other job on [redacted] found a lot of fag ends outside [redacted]. Tenant at [redacted] having fag outside toilet window with same type of cigarette.	06-MAR-2009	09:46	06-MAR-2009	09:46
52553	COMPLETED	Housing	*	Request made by [redacted] to attend eviction at property.	08-MAR-2009	15:00	08-MAR-2009	15:00
52551	COMPLETED	Housing	*	tenant having problems with combi boiler.	08-MAR-2009	13:00	08-MAR-2009	13:00
50329	COMPLETED	Housing		Tenant having problems with combi boiler.	02-FEB-2009	10:12	02-FEB-2009	10:12
50327	COMPLETED	Housing		Request from TMO to check property as the door had allegedly been kicked in by the police.	02-FEB-2009	12:00	02-FEB-2009	12:00
46269	COMPLETED	Housing		request from [redacted] re the state of the gardens at no [redacted] and no [redacted]	12-DEC-2008	11:00	12-DEC-2008	11:00
46268	COMPLETED	Housing		visit with TMO regarding [redacted] property however not in letter sent telling him of pending visit.	12-DEC-2008	12:00	12-DEC-2008	12:00
46250	COMPLETED	Housing	*	Report of exterior door to block of flats not closing.	14-DEC-2008	12:22	14-DEC-2008	12:22
46249	COMPLETED	Housing	*	Tenant complaining of leak under sink.	14-DEC-2008	15:22	14-DEC-2008	15:22
50073	COMPLETED	Housing		Tenant complaining of leak under sink.	29-JAN-2009	13:15	29-JAN-2009	13:15
50072	COMPLETED	Housing		check conditions with [redacted] of non secure	29-JAN-2009	13:08	29-JAN-2009	13:08
				visit with [redacted] with regard to tenancy and untidy garden				
				Request from [redacted] (Private) and [redacted] (Council) -				

44829	COMPLETED	Housing		if i could look at his boiler.	2008	11:15	NOV-2008	11:15
44828	COMPLETED	Housing		OAP couple has had new combi boiler fitted yesterday but now has no heating , please assess.	28-NOV-2008	11:10	28-NOV-2008	11:10
49149	COMPLETED	Housing		Report via rent collector via housing. Rent collector been to property and there are bags of rubbish (large number) and other rubbish in yard, also dog faeces all over the yard.	16-JAN-2009	12:32	16-JAN-2009	12:32
52168	COMPLETED	Housing		Called with [REDACTED] to check if tenant had not left his 2 dogs in the property unattended or abandoned.	28-FEB-2009	21:32	28-FEB-2009	21:32
52148	COMPLETED	Housing		deliver notice to quit letter	02-MAR-2009	12:25	02-MAR-2009	12:25
49329	COMPLETED	Housing		Visit [REDACTED] re tenancy issues.	20-JAN-2009	14:55	20-JAN-2009	14:55
49328	COMPLETED	Housing		visit with [REDACTED] re tenancy issues.	20-JAN-2009	14:20	20-JAN-2009	14:20
49327	COMPLETED	Housing		this address is [REDACTED] but not on system. Visit with [REDACTED]	20-JAN-2009	14:10	20-JAN-2009	14:10
48967	COMPLETED	Housing		Please visit tenant regarding state of house and garden.	14-JAN-2009	12:00	14-JAN-2009	12:00
48953	COMPLETED	Housing		Please check state of garden front and rear also ask tenant to stop shouting in the street.	14-JAN-2009	11:00	14-JAN-2009	11:00
34748	COMPLETED	Housing		visited abandoned property to do inventory	22-JUL-2008	15:05	22-JUL-2008	15:05
34747	COMPLETED	Housing		visit eviction property to do inventory	22-JUL-2008	14:55	22-JUL-2008	14:55
37309	COMPLETED	Housing		OAP tenant complaining of her kitchen tap stuck in the open position.	30-AUG-2008	18:17	30-AUG-2008	18:17
37087	COMPLETED	Housing		asked by housing to let evictee its property.	27-AUG-2008	14:00	27-AUG-2008	14:00
					26-AUG-	26-	26-	



36990	COMPLETED	Housing			Assist [redacted] with eviction	2008	10:00	AUG-2008	10:00
36728	COMPLETED	Housing			on going problem with the untidy state of this property asked by maria to check once again	20-AUG-2008	10:30	20-AUG-2008	10:30
36552	COMPLETED	Housing			[redacted] drinking in communal areas	18-AUG-2008	16:41	18-AUG-2008	16:41
36994	COMPLETED	Housing			Tenant at no [redacted] unable to lock double glazed door as the handle had been broken.	26-AUG-2008	15:45	26-AUG-2008	15:45
36318	COMPLETED	Housing			request from [redacted] to take pics of the garden of the above address.	13-AUG-2008	15:45	13-AUG-2008	15:45
36317	COMPLETED	Housing			request to visit an abandoned property with [redacted] and take photos.	13-AUG-2008	16:41	13-AUG-2008	16:41
36730	COMPLETED	Housing			deliver black bags and check property as this is an ongoing filthy property	20-AUG-2008	10:20	20-AUG-2008	10:20
36729	COMPLETED	Housing			re-inspection for maria hewitt with regards to the untidy state of the outside of the property.	20-AUG-2008	12:48	20-AUG-2008	12:48
36649	COMPLETED	Housing			joint visit with [redacted]	19-AUG-2008	15:43	19-AUG-2008	15:43
36648	COMPLETED	Housing			joint visit with [redacted] with ref to a very over grown and untidy garden	19-AUG-2008	15:20	19-AUG-2008	15:20
36174	COMPLETED	Housing			assist housing with a eviction at the above address.	12-AUG-2008	11:59	12-AUG-2008	11:59
35849	COMPLETED	Housing			visited property with [redacted]	05-AUG-2008	15:27	05-AUG-2008	15:27
35568	COMPLETED	Housing			OAP lady needs assistace with Fire at [redacted] not [redacted]	02-AUG-2008	20:57	02-AUG-2008	20:57
35567	COMPLETED	Housing			OAP needs assistance with her door not opening.	02-AUG-2008	18:53	02-AUG-2008	18:53
35771	COMPLETED	Housing			[redacted] needing assistance visiting [redacted] at above.	05-AUG-2008	13:53	05-AUG-2008	13:53

34969	COMPLETED	Housing		visit with [REDACTED] regards the mental state of tenant.	24-JUL-2008	11:15	2008
38947	COMPLETED	Housing	MR ALAN UNWIN	[REDACTED] CANNOT RESET GAS BOILER. [REDACTED] SAID SHE WOULD GO AND TRY AND IF NO LUCK WE WILL RING OOH. THX [REDACTED]	20-SEP-2008	10:55	20-SEP-2008
57607	COMPLETED	Housing	Mr JOHN THOMPSON	Customers Preferred Contact Number: [REDACTED] Customer Comments: 2 electric fan heaters need collecting tenant received a letter chasing them had since November. Be in from 4:15 today for collection but if you wish to phone him first to check	18-MAY-2009	14:36	18-MAY-2009
49229	COMPLETED	Housing	MR IAN BOULTON	allowing 3 dogs to foul again on shared garden ranger called last week to discuss with neighbour [REDACTED] at number [REDACTED] also barking had problem before and tenant was spoken to and it stopped for a while but again tenant at number [REDACTED] is not cleaning up after there 2 dogs, There is a large amount of dog mess on both the front and side communal gardens and also a small amount on the path that leads to gas box	19-JAN-2009	15:10	19-JAN-2009
46308	COMPLETED	Housing	MR A ANONYMOUS	Incident Notification: 28746 had problem before and tenant was spoken to and it stopped for a while but again tenant at number [REDACTED] is not cleaning up after there 2 dogs, There is a large amount of dog mess on both the front and side communal gardens and also a small amount on the path that leads to gas box	15-DEC-2008	12:30	15-DEC-2008
34727	COMPLETED	Housing	MRS A BOLSOVER	untidy gardens at [REDACTED] and [REDACTED] very overgrown recreation field side, anon caller	22-JUL-2008	11:36	22-JUL-2008
36089	COMPLETED	Housing	MRS MAISIE THOMPSON	[REDACTED] TOILET SEAT HAS FALLEN OFF. SHE IS UNABLE TO REFIT IT HERSELF AND HAS NOBODY SHE CAN CALL UPON TO HELP HER. COULD YOU POSSIBLY	11-AUG-2008	11:48	11-AUG-2008

				ASSIST. SHE IS ONLY AVAILABLE ON WEDNESDAYS AS SHE IS AT HOSPITAL OTHER DAYS.		POSSIBLY ASSIST. SHE IS ONLY AVAILABLE ON WEDNESDAYS AS SHE IS AT HOSPITAL OTHER DAYS.				
40859	COMPLETED	Housing	14-OCT-2008	MRS SYBIL HAYWOOD	PLEASE CALL TO DO HEATING PROGRAMMER THANK YOU	Incident Notification: 26006 PLEASE CALL TO DO HEATING PROGRAMMER THANK YOU	14-OCT-2008	16:17	14-OCT-2008	16:17
40249	COMPLETED	Housing	08-OCT-2008	MRA CLOWNE	CARAVAN PARKED AT [REDACTED] WHICH IS BEING LIVED IN ALLEGEDLY CUSTOMER ANON JUST WANTS RELEVANT ACTION BEING TAKEN	Incident Notification: 25588 CARAVAN PARKED AT [REDACTED] WHICH IS BEING LIVED IN ALLEGEDLY CUSTOMER ANON JUST WANTS RELEVANT ACTION BEING TAKEN	08-OCT-2008	11:36	08-OCT-2008	11:36
58947	COMPLETED	Housing	06-JUN-2009	DONNA HOLMES	Customers Preferred Contact Number: Customer Comments: tenant left on monday 01 [REDACTED] and some windows have been left open 2 upstairs and one down stairs nextdoor rang in details	Incident Notification: 36066 Customers Preferred Contact Number: Customer Comments: tenant left on monday 01 [REDACTED] and some windows have been left open 2 upstairs and one down stairs nextdoor rang in details	06-JUN-2009	10:45	06-JUN-2009	10:45
45687	COMPLETED	Housing	09-DEC-2008	MRA NORMANTON	Tenant at [REDACTED] has taken Yamaha bike into flat Complainant believes it to be a fire risk	Incident Notification: 28426 Tenant at [REDACTED] well has taken Yamaha bike into flat Complainant believes it to be a fire risk	09-DEC-2008	10:09	09-DEC-2008	10:09
38707	COMPLETED	Housing	17-SEP-2008	MRA NORMANTON	RESIDENT AT [REDACTED] has 2 rottweillers and lady walks passed every day to take children to school and there is only a 3ft fence which they could quite easily jump over, they are very threatening. caller says one of the dogs is registered at another property [REDACTED] so if they know somebody coming round you will only find one dog, please lase with [REDACTED] in housing	Incident Notification: 24686 RESIDENT AT [REDACTED] has 2 rottweillers and lady walks passed every day to take children to school and there is only a 3ft fence which they could quite easily jump over, they are very threatening. caller says one of the dogs is registered at another property [REDACTED] so if they know somebody coming round you will only find one dog, please lase with [REDACTED] in housing	17-SEP-2008	11:03	17-SEP-2008	11:03

Customers Preferred
Contact Number: 0Customer
Comments: PLEASE COLLECT HEATER NOW HEATING AS BEEN REPAIRED ACCESS

Incident Notification: 35168 Customers Preferred
Contact Number: 0Customer
Comments: PLEASE COLLECT HEATER NOW HEATING AS BEEN REPAIRED ACCESS AFTER 1PM TUES 19TH MAY

34847	COMPLETED	Housing	23-JUL-2008	MRS J STRAY	<p>AFTER 1PM TUES 19TH MAY [REDACTED]</p> <p>Not had a rangers list today. Just spoke to housing and she is going to speak to you in regard to this query. Lady wanting to know if hedge to her left on back is her boundary as neighbour has cut it really low. Will be in today or Friday</p> <p>Incident Notification: 22406 Not had a rangers list today. Just spoke to housing and she is going to speak to you in regard to this query. Lady wanting to know if hedge to her left on back is her boundary as neighbour has cut it really low. Will be in today or Friday</p>	23-JUL-2008	13:16	23-JUL-2008	13:16
56407	COMPLETED	Housing	01-MAY-2009	MRS C CLARKE	<p>PLEASE CALL TO SET HEATING TIMER HAVE SPOKE TO [REDACTED]</p> <p>REPORTED ALARM GOING OFF AT [REDACTED]</p> <p>IS KEEPING CHICKENS ON HIS PROPERTY BUT THESE ARE ESCAPING AND ARE GOING OVER THE CHILDRENS PLAY AREA AND ARE IN ALL THE HEDGE BOTTOMS</p> <p>Incident Notification: 34526 PLEASE CALL TO SET HEATING TIMER HAVE SPOKE TO [REDACTED]</p>	01-MAY-2009	09:28	01-MAY-2009	09:28
41067	COMPLETED	Housing	16-OCT-2008	MRS MELODY NEWCOMB	<p>REPORTED ALARM GOING OFF AT [REDACTED]</p> <p>IS KEEPING CHICKENS ON HIS PROPERTY BUT THESE ARE ESCAPING AND ARE GOING OVER THE CHILDRENS PLAY AREA AND ARE IN ALL THE HEDGE BOTTOMS</p> <p>Incident Notification: 26166 REPORTED ALARM GOING OFF AT [REDACTED]</p>	16-OCT-2008	16:57	16-OCT-2008	16:57
34348	COMPLETED	Housing	14-JUL-2008	MRS SUSAN DODSWORTH	<p>IS KEEPING CHICKENS ON HIS PROPERTY BUT THESE ARE ESCAPING AND ARE GOING OVER THE CHILDRENS PLAY AREA AND ARE IN ALL THE HEDGE BOTTOMS</p> <p>Incident Notification: 22147 IS KEEPING CHICKENS ON HIS PROPERTY BUT THESE ARE ESCAPING AND ARE GOING OVER THE CHILDRENS PLAY AREA AND ARE IN ALL THE HEDGE BOTTOMS. [REDACTED] would like you to visit with her next week on days. I have visited before to this property and the tenant was not very nice. [REDACTED] has checked re the policy on chickens and is waiting for an answer from housing. Was told by her to ask you to visit with her as I am on nights. Thanks [REDACTED]</p>	14-JUL-2008	16:22	14-JUL-2008	16:22
58187	COMPLETED	Housing	27-MAY-2009	Mr D HEATH	<p>Customers Preferred Contact Number: 01246 570950 Customer Comments: RUBBISH ON GARDEN AT NO [REDACTED] FURNITURE & HOUSEHOLD RUBBISH ETC. [REDACTED] HAS MOVED INTO PROPERTY [REDACTED] WOULD LIKE SOMEONE TO REQUEST CLEARANCE</p> <p>Incident Notification: 35506 Customers Preferred Contact Number: [REDACTED] Customer Comments: RUBBISH ON GARDEN AT NO [REDACTED] FURNITURE & HOUSEHOLD RUBBISH ETC. [REDACTED] HAS MOVED INTO PROPERTY [REDACTED] WOULD LIKE SOMEONE TO REQUEST CLEARANCE</p>	27-MAY-2009	15:43	27-MAY-2009	15:43
46190	COMPLETED	Housing	13-DEC-2008	MRS V DUBERRY	<p>REQUESTED THAT A RANGER GO OUT TO THE ABOVE PROPERTY [REDACTED] HAS BEEN INTO OFFICE REQ BDC ATTEND</p> <p>Incident Notification: 28667 CLLR WARD REQUESTED THAT A RANGER GO OUT TO THE ABOVE PROPERTY [REDACTED] HAS BEEN INTO OFFICE REQ BDC ATTEND RE LEAKING ROOF</p>	13-DEC-2008	11:05	13-DEC-2008	11:05

RE LEAKING ROOF

Recommended Item from Scrutiny Committee Held on 10th November 2009

476. JOINT SCRUTINY SPOTLIGHT REVIEW OF SHARED PROCUREMENT

Councillor Wallis presented a report detailing the Joint Scrutiny Spotlight Review of Shared Procurement, she noted that the new method of review had been very successful and hoped that it would be used elsewhere.

It was noted that since its inception, the shared procurement unit had operated effectively across the three Authorities. There were examples of good practice and the unit had a good reputation with Officers. It was recognised that with the resources available, the unit was providing a value for money service with professional advice that ensured that officers were aware of their legislative obligations.

Moved by Councillor S. Wallis and seconded by Councillor J.A. Clifton
RECOMMENDED to the Executive that (1) a strategy for the unit be produced to raise the profile and promote the service to officers and members across the three authorities and externally.

The strategy should include the following elements:

- Roles and responsibilities of the unit
- Promotion to minority groups
- A programme of training and workshops on procurement including equality, sustainability and ethical procurement
- Awareness for officers in their induction programme
- Frequent reporting timetable of savings, performance and best practices
- Review and improvement of the website
- A review of the events, documents, support available for external users,

(2) That a review of the vision for the unit be undertaken to move the unit to the next level to include:

- Culture change and consistency across the three authorities
- Exploration of opportunities to work with other councils, parish councils and capital work to maximise the use of our expertise
- Equality Impact Assessments to be used as a tool for procurement
- Review of the partnership to respond to the changing environment in the three authorities

Analysis of the services required and contractors used by the three authorities to identify opportunities for joining contracts and economies of scale

Prioritisation of work undertaken based on risk to the authority

Consideration of cost against the benefit of additional staff resource to understand the value of increasing staffing within the team,

(3) Investigate the potential to reduce the end to end time in the life of the contract to ensure all service areas support the process,

(4) Introduce a review process at the end of the tendering exercise to identify improvement opportunities both internally and externally based on customer satisfaction,

(5) Review the process and documentation with the end users to ensure the process is clear and user friendly,

(6) Work be undertaken with managers to ensure they have the skills to effectively manage the operational delivery of the contract and any associated risks,

(7) That conditions of contract be standardised across the three authorities where feasible,

(8) That guidance be produced by the unit that sets out clearly the roles and responsibilities of the unit and officers using the service,

(9) That each authority recognises and acknowledges that the procurement role is mobile rather than office based by promoting this way of working for the unit.

(Head of Democratic Services)

Shared Procurement Joint Scrutiny Report

Of

Bolsover District Council

Chesterfield Borough Council

**North East Derbyshire District
Council**

**September/October
2009**

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Foreword by Councillor Frank Taylor Chair of the Review Panel

I am pleased to present this report on behalf of the Review Panel of the Joint Scrutiny Committee between Bolsover District Council, Chesterfield Borough Council and North East Derbyshire District Council. It details the findings, conclusions and recommendations of the panel following its “Spotlight Review” of the Shared Procurement Unit.

I would like to take this opportunity to thank all of the stakeholders who gave up time in their busy schedules to speak to the Review Panel on the evidence gathering day. As a result of their comments and suggestions the panel has come up with recommendations which I hope will help the Shared Procurement Unit to build upon its success of the past two years and continue to provide an efficient, value for money service to the three authorities.

Once again, I think that Bolsover District Council, Chesterfield Borough Council and North East Derbyshire District Council have shown what can be achieved through working together.

Introduction

1.1 The shared procurement unit was established on 1st June, 2007. The service provides procurement consultancy services to Bolsover District Council, Chesterfield Borough Council and North East Derbyshire District Council. The remit of the section is :

- To offer professional consultancy advice on spend of over ten thousand pounds
- To consolidate demand where appropriate
- To ensure that all appropriate legislation is adhered to
- To assist with operational procurement matters
- To make savings

1.2 The structure of the unit is comprised of 2.5 FTE consisting of a Head of Unit, Procurement Officer and Procurement Assistant. The budget for the service for 2009/10 is £118,000 and the unit achieves savings which make it cost neutral. The value added elements of the service are:

- To ensure that best value is achieved in all procurements
- That opportunities for joint procurements are developed and seized
- That local standing orders and EU regulations are complied with

1.3 The Shared Services Scrutiny Committee felt that as the unit had been in operation for over two years it was now timely to examine how well the service was performing, the savings it was achieving and whether there were any areas for improvement.

Scope of Review

- 2.1 The review aimed to:
- Establish the awareness of the shared procurement unit and use of the service
 - Measure the satisfaction of users of the service
 - Measure the effectiveness of the service
 - Review the robustness of the processes used
 - Measure whether equality, sustainability and accessibility were embedded within the service
 - Establish whether the section provided value for money

The review panel comprised the following members:

Councillor Frank Taylor (Chair) - NEDDC
Councillor John Holmes - NEDDC
Councillor Nicky Qazi - CBC
Councillor Sue Wallis - BDC

The Review Panel was supported by officers from the three Authorities:

Sue Broadhead	– Overview and Scrutiny Manager - NEDDC
Anita Cunningham	– Scrutiny Officer - CBC
Claire Millington	– Overview and Scrutiny Officer - NEDDC
Bernadette O'Donnell	– Scrutiny and Policy Officer -BDC

Key Findings

Strengths

- 3.1 Staff felt that the unit is approachable and staffed by professional, competent officers who provided well informed advice. This advice facilitated learning and gaining of new skills and knowledge to the officers using the service.
- 3.2 The unit operated with limited resources which were recognised by the stakeholders interviewed. However, it was felt that the level of service provided was very good and the turnaround of contracts was speedy within the unit.
- 3.3 Several officers expressed their gratitude for the expertise provided by the unit which ensured that they fulfilled their legislative obligations and enabled their contracts to be worded in appropriate technical language. This was considered particularly useful to ensure that risk was managed.
- 3.4 The unit was considered flexible and provided a range of options to managers to allow them to choose the most suitable solution whilst still providing scope for different levels of input. It also negotiated added extras within contracts such as free software on behalf of clients.
- 3.5 The service users felt that they were kept well informed on the progress of their tenders. Economies of scale were being realised and additional benefits from joint contracts between the three authorities.
- 3.6 Stakeholders felt that the unit offered value for money and that savings included an appropriate element of cost/quality balance and did not feel that tenders were selected inappropriately or based only on the cheapest price.
- 3.7 The unit had established a number of useful networks which it used to access information, advice and promote its work.
- 3.8 The role of sub contractors and the main contractor's responsibility to them was being highlighted in contracts which was considered good practice.

- 3.9 Electronic access to advice and support was available; however there is scope to develop further.
- 3.10 The majority of stakeholders felt that cultures within the three authorities were changing to understand the value of shared procurement, although it was recognised that this needed to be developed further. This change in culture was more evident with large contracts as opposed to the smaller routine ones.
- 3.11 The service was consulting and taking account of equality issues in its processes and documentation. Positive communication between the procurement unit and the equal opportunities officers was taking place given the resource available within the unit.

Areas for further improvement

- 3.12 The awareness of the service had grown over the past two years through word of mouth and the holding of promotion events such as meet the buyer. However, there was further scope for raising awareness especially amongst council officers and elected members of the value the service could offer. It was suggested that more workshops should be held and that the existence of the procurement service should form a part of officer's induction.
- 3.13 There was evidence that there was an opportunity and need to undertake an exercise to analyse the items that the three authorities were buying and the suppliers being used. It was felt that this would further exploit economies of scale and obtain best prices.
- 3.14 The turnaround of contracts by the unit was considered satisfactory but delays were often encountered at all three authorities when the contract entered the legal process.
- 3.15 Several stakeholders expressed the view that further work was required on the unit's website and internal links. Although many found the website satisfactory when they progressed along the process, it was felt that locating the site

was not as user friendly and clear as it should be. It was felt that communications and marketing needed further resource.

- 3.16 At present the process was not reviewed with officers and insufficient feedback provided which would provide a learning opportunity. It was felt that a review process was missing after submission of a tender so that errors that occurred sometimes as part of the process could be avoided.
- 3.17 The process and forms provided for end users needed to be reviewed to identify improvement opportunities as it was felt that instructions were unclear as to the use of four separate envelopes.
- 3.18 It was suggested that it would be useful to have a database/contracts register showing savings being made and the types of contract being produced by the three authorities. This would allow for more joint working between the three authorities and the sharing of best practice.
- 3.19 Further guidance was needed for officers which clarified the role the unit undertook and the requirements and responsibilities of officers placing contracts with the unit. Sustainability was one example of such responsibility and the need for officers to avoid the risk of non adherence with the green purchasing policy by ensuring they had met the necessary requirements. The level of support provided by the unit varies greatly between officers using the service which was not always related to the complexity of the contracts involved.
- 3.20 There needed to be further development of the assessment of contractors to ensure that they deliver what they promise in their contract document. Training was needed for officers to ensure that they managed contracts, any relevant risks and properly monitored their delivery.
- 3.21 Recent training on procurement had been undertaken by Bolsover District Council and a useful guide produced. This should be rolled out at the other two councils.

- 3.22 A clearly identified strategic approach needs to be produced which makes it clear how contracts to be undertaken by the unit are prioritised to make sure those with the highest risk are managed and the most effective use is made of the resource available within the service.
- 3.23 A procedure for seeking feedback from internal and external service users needed to be implemented following tender completion. Although it is planned to undertake post tender satisfaction surveys, none have been undertaken to date. A structured timetable for their use would provide useful customer information to help inform and improve the service.
- 3.24 Although cultures have changed within the three authorities this is not consistent and further work on processes and awareness need to be undertaken to further embed this within each organisation.
- 3.25 The unit is situated at Bolsover District Council but covers the three authorities. The unit is currently flexible and this is aided by the mobility of the Head of the unit through the provision of mobile equipment. However, this aspect of the role needed to be recognised by managers and the benefits it brings.
- 3.26 Further work is needed to explore the future of the unit, its role and areas where it could develop more work. These could include parish councils, other authorities and wider take-up by officers across the three existing authorities.
- 3.27 Officers felt that the unit needed to report more frequently on the savings it is making to a wider audience. This would have the dual benefits of demonstrating the amounts the unit was saving together with the joint working opportunities and types of contracts being undertaken.
- 3.28 The service needs to be given the opportunity to be involved in capital bids across the 3 authorities.
- 3.29 Work on standardisation of contract conditions and documentation needs to be completed.

3.30 There was still further work to be undertaken on making the procurement process more accessible to those who want to tender including minority groups and to raise awareness of how equalities and sustainability fit into the process. It was suggested that Equality Impact Assessments could be used as a tool to determine contracts procured.

Conclusion

4.1 Since its inception the shared procurement unit has operated effectively across the three authorities. There are examples of good practice and the unit has a good reputation with officers. It was recognised that with the resources available the unit was providing a value for money service with professional advice that ensures that officers are aware of their legislative obligations.

4.2 However, there are some identified areas for further improvement and development including:

- Awareness of the unit, its role and its achievements
- Documentation
- Sharing of information and best practice
- Customer feedback to improve service

Recommendations

5.1 That a strategy for the unit be produced to raise the profile and promote the service to officers and members across the three authorities and externally.

The strategy should include the following elements:

- Roles and responsibilities of the unit**
- Promotion to minority groups**
- A programme of training and workshops on procurement including equality, sustainability and ethical procurement**

Awareness for officers in their induction programme
Frequent reporting timetable of savings, performance and best practices
Review and improvement of the website
A review of the events, documents, support available for external users

5.2 That a review of the vision for the unit be undertaken to move the unit to the next level to include:

Culture change and consistency across the three authorities

Exploration of opportunities to work with other councils, parish councils and capital work to maximise the use of our expertise

Equality Impact Assessments to be used as a tool for procurement

Review of the partnership to respond to the changing environment in the three authorities

Analysis of the services required and contractors used by the three authorities to identify opportunities for joining contracts and economies of scale

Prioritisation of work undertaken based on risk to the authority

Consideration of cost against the benefit of additional staff resource to understand the value of increasing staffing within the team

5.3 Investigate the potential to reduce the end to end time in the life of the contract to ensure all service areas support the process

5.4 Introduce a review process at the end of the tendering exercise to identify improvement opportunities both internally and externally based on customer satisfaction

5.5 Review the process and documentation with the end users to ensure the process is clear and user friendly

- 5.6 Work be undertaken with managers to ensure they have the skills to effectively manage the operational delivery of the contract and any associated risks**
- 5.7 That conditions of contract be standardised across the three authorities where feasible.**
- 5.8 That guidance be produced by the unit that sets out clearly the roles and responsibilities of the unit and officers using the service**
- 5.9 That each authority recognises and acknowledges that the procurement role is mobile rather than office based by promoting this way of working for the unit**

Appendix 1 – Methodology

“Spotlight reviews” are a new way of working for scrutiny members. They are undertaken by a small review panel (up to 6 members) of scrutiny Committee members. The review process is intensive and completed over a short space of time. The approach centres on an evidence gathering day. During the course of this day information is collected and collated via “interviews” and discussion groups with officers, members and other stakeholders. It is anticipated that spotlight reviews can, when required, be completed start to finish in approximately six weeks. This is a considerably shorter time scale than “in-depth” reviews which tend to be undertaken over a longer time period (6 months or more). Spotlight reviews are not intended to provide a detailed analysis. They are designed to identify “quick wins”. They can usefully be established to respond to emerging issues, prompted by, for example, evidence of declining performance or a policy not meeting objectives.

The spotlight review process can be summarised as:

Stage 1 - A briefing paper is issued to the review panel approximately two weeks before the review. The paper summarises current practice and possible areas for further improvement.

Stage 2 - An initial review panel meeting considers the briefing paper, agrees key questions and identifies additional information and research required.

Stage 3 - A one day programme of evidence gathering sessions is held. This includes interviews with various officers and members and focus/discussion groups. The day finishes with a review panel meeting to collate and triangulate key findings, and agree recommendations.

Stage 4 - A short report is drafted in consultation/conjunction with the panel chair and service officers. The report contains a summary of key strengths, areas for improvement and recommendations.

Stage 5 - A final meeting of the review panel agrees the report before its submission to the Management Team, Overview &

Scrutiny Board and Cabinet/Executive. This review is being undertaken jointly by Bolsover District Council, Chesterfield Borough Council and North East Derbyshire District Council. The report will therefore also be submitted to the Shared Services Scrutiny Committee and the Joint Board. During this spotlight review of the shared procurement unit, the review panel sought views from a range of officers and members. These included the lead officers, elected members, senior managers, other officers and users of the service. A full list of those who provided information and views to the panel can be found at Appendix 2.

APPENDIX 2 - List of Stakeholders engaged during the Review process

John Ritchie	Head of Community Services	BDC
Peter Campbell	Head of Housing	BDC
Mike Moore	Neighbourhoods Manager	CBC
Natalie Rodgers	Projects Officer (Policy and Resources)	BDC
Chris Doy	Development Control Manager	BDC
Sally Ainsworth	Legal Officer	NEDDC
Steve Brunt	Street Scene Manager	NEDDC
Bob Truswell	Head of the Shared Procurement Unit	
Mark Evans	Performance and Improvement Officer	CBC
John Brooks	Director of Resources	BDC
Bryan Mason	Director of Continuous Improvement	NEDDC
John Hall	Acting Procure to Pay Manager	NEDDC
Amar Bashir	Policy Officer (Equalities & Diversity)	NEDDC
Sarah Roelofs	Equalities Officer	CBC
Lynne Cheong	Equality Improvement Officer	BDC

Questionnaires were received from elected members and two Sustainability officers

Committee:	Executive	Agenda Item No.:	10.
Date:	30 th November 2009	Status	Open
Category	2. Decision within the functions of Executive		
Subject:	Working Neighbourhoods Fund Monitoring Report		
Report by:	Partnership Consultant Programme Manager		
Other Officers Involved	Chief Executive's and Partnership Manager		
Director	Chief Executive Officer		
Relevant Portfolio Holder	Deputy Leader of the Council – Cabinet Member for Regeneration Leader of the Council		

RELEVANT CORPORATE AIMS

REGENERATION – Developing healthy, prosperous and sustainable communities.

TARGETS

The Working Neighbourhoods Fund will impact on the National Indicator 153 – Working age people claiming out of work benefits in the worst performing neighbourhoods. Bolsover District Council has agreed a holding target with the LAA of reducing the out of work claimant rate within the worst performing neighbourhoods from 28.7% to 25.4% by March 2011. The Local Authority's success in tackling worklessness will also be measured against a further 4 indicators, these being:

- NI 117 – 16 to 18 year olds who are not in education, training or employment
- NI 118 – Take up of formal childcare by low income working families
- NI 163 – Working age population qualified to at least Level 2 or higher
- NI 172 – VAT registered businesses in the area showing growth.

VALUE FOR MONEY

The principles of Value for Money – economy, efficiency and effectiveness will be applied in all interventions considered.

THE REPORT

Background

1. Executive Members will recall the Authority's award of Working Neighbourhoods Fund in 2008 (Minute No. 886 refers). The Working Neighbourhoods Fund was introduced as part of the Local Government Finance Settlement and is one element of the new Area Based Grant. It provides resources to local authorities to tackle worklessness and low levels of skills and enterprise in their most deprived areas.

2. The WNF allocation to Bolsover District Council is:

2008/09	£2,055,516
2009/10	£2,440,522
2010/11	£2,535,018

3. As part of the Council's approach to tackling worklessness, a Commissioning Framework has been established to allocate the funding in two ways:-

- i) the Local Authority's focus upon the people who are **already receiving benefits** and are unemployed and try to encourage them back into work and off benefits, and
- ii) tasking the Local Strategic Partnership for Bolsover with identifying measures to address and **prevent the need to be in receipt of benefits** or become unemployed (£3m over three years)

2009/10 Quarter 2 Progress Update

4. The attached report titled 'Quarter 2 Update' has been produced following the submission of quarterly monitoring returns by projects that have been funded to date through the Council's Working Neighbourhoods Fund. The attached report provides:

An overview of activity that took place during July - September 2009 in relation to Working Neighbourhoods Fund planning and commissioning

Information regarding areas of commissioning activity that are currently being developed by the Local Strategic Partnership and the Core Worklessness Group, which are likely to come to fruition over the forthcoming months

Detailed information in relation to progress of individual projects that have been approved

Labour market information and an analysis of the National Indicator (NI) 153 progress on reducing concentrations of worklessness within the district

ISSUES/OPTIONS FOR CONSIDERATION

IMPLICATONS

Financial: Detailed in the report.

Legal: None

Human Resources: None

RECOMMENDATION(S) that the report be received.

REASON FOR DECISION TO BE GIVEN IN ACCORDANCE WITH THE CONSTITUTION

To ensure that WNF is targeted to best effect.

ATTACHMENTS: Y

FILE REFERENCE:

SOURCE DOCUMENT:

**Quarter 2 Update
2009-10
Working Neighbourhoods Fund**

November 2009



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Introduction

The purpose of the Working Neighbourhoods Fund (WNF) is to reduce levels of worklessness and increase enterprise and skills in our most deprived communities. The WNF is about new ways of working, taking into account local individuals and communities, with flexibility and opportunities to respond to particular challenges within local areas.

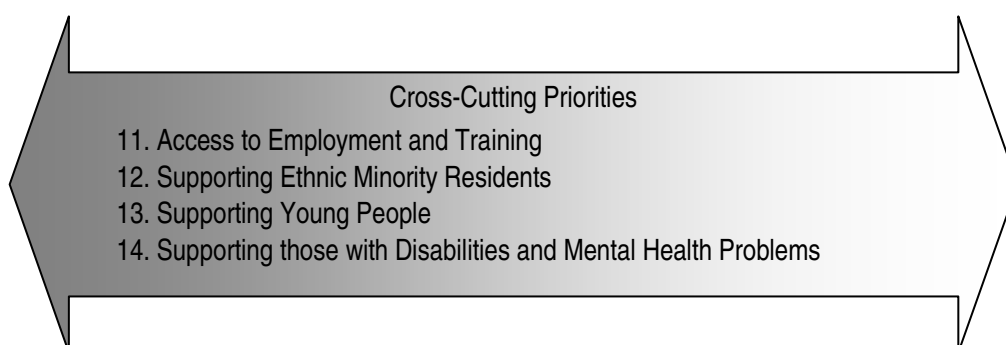
Bolsover district qualifies from WNF in the respect that it has more than 20% of its Lower Super Output Areas (LSOAs) in the most deprived decile on the overall Indices of Multiple Deprivation (IMD) and that it is ranked among the top 40 districts on an equally weighted measure of key benefit claim rate and employment rate

The WNF allocation to Bolsover District Council, to be paid as one element of the Area Based Grant, is just over £7m over 2008/09 to 2010/11. The WNF has been allocated in two ways. Bolsover District Council has allocated £1 million WNF per annum to the Bolsover Local Strategic Partnership (LSP) to commission initiatives that are focussed on **preventing worklessness**. The remainder of the WNF is focused on addressing the NI 153 indicator, to **reduce the number of people claiming benefits** in the worst performing areas. A Core Worklessness Group (CWG) consisting of the Leader/Deputy Leader, Officers of Bolsover District Council and relevant partners in relation to worklessness has been established to move this agenda forward.

In May 2009, the Working Neighbourhood Fund Strategy for Bolsover was published, following a series of consultation events to identify key priorities and potential intervention projects to address worklessness across the district. The WNF Strategy will drive the delivery of the WNF programme over forthcoming years and the CWG and LSP will use the Strategy as the basis for commissioning activity to address worklessness and to impact on the relevant national indicators. The LSP and the CWG have five strategic priorities each that reflect the focus for each group, in addition to four cross-cutting priorities. The priorities are interdependent and are detailed below:

Figure 1: WNF Priorities

WNF Priorities	
CWG	LSP
1. Apprenticeships, Internships & Placements	6. Financial Inclusion
2. The Newly Unemployed	7. Raising Aspirations
3. The Hard to Reach	8. Healthy Lifestyles
4. Localised Provision of Business Support	9. Volunteering
5. Raising Aspirations of Businesses	10. Increasing Business Competitiveness



Bolsover District Council and the LSP have taken a strategic approach to the commissioning of activities using WNF, ensuring interventions meet an identified need and genuinely add value to existing services. This has only been possible through continuing the existing good working relationships with all of our key partners. The table below details the interventions already commissioned by the CWG and the LSP and how they impact on the key priorities.

Figure 2: WNF Commissioned Interventions

Commissioned Interventions														
Priority	CWG					LSP					Cross-Cutting			
	1	2	3	4	5	6	7	8	9	10	11	12	13	14
CWG Commissioned														
Family Employment Initiative														
Grants to Voluntary Organisations														
Apprenticeships feasibility study														
Infrastructure Development Officer														
Start-up Support for those with Disabilities														
Ways to Work														
Free Legal Advice (new in Q2)														
Bolsover Apprenticeship Programme (new in Q2)														
LSP Commissioned														
Raising Aspirations (Strands 1-3)														
FEI Practice Nurse														
Financial Inclusion Strategy and Action Plan														
Bolsover Volunteering Project														
Hot Prospects														
Bolsover Financial Inclusion Project (new in Q2)														

2009/10 Quarter 2 Activity

The total allocation of WNF is £7,031,056, with £321,926 allocated to Management and Admin over four years. The remaining allocation of £6,709,130 has been distributed between the CWG and LSP. To date, £4,009,189 has been assigned to projects through formal contracting arrangements, leaving approximately £2.7m of WNF uncommitted at this stage. However, it is expected that a further £1m will be allocated to initiatives currently being commissioned by the CWG and the LSP over the coming months.

Quarter 2 has been another busy period with a number of projects being formally approved and activity commencing. WNF spend in Quarter 2, July to September 2009, was £114,062 against a quarter forecast of £134,314. In addition, £78,477 of match funding was levered into the area, £59,326 of which was through the Family Employment Initiative.

Core Worklessness Group

The most notable area of work in Quarter 2 for the CWG has been the **Bolsover Apprenticeship Programme** which has secured over £1.8 million (combination of WNF, Future Jobs Fund and partner contributions) to create **75 apprenticeship places** within the Bolsover public and voluntary/community sectors over the next three years. This is a flagship scheme for Bolsover and one which is gaining significant interest from other areas that are wishing to develop similar programmes. The first cohort of 25 apprentices is due to commence in January 2010. 5 of these apprentices will be aged 16-18 and will be based within Bolsover District Council (4 within Leisure and 1 within HR). The remaining 20 will be aged 18-24 and will be based within Chesterfield Royal, Derbyshire Primary Care Trust and SNAP (a voluntary/community sector organisation based in South Normanton). The apprenticeships are wide-ranging, from Business/Admin and Social Care through to Construction and Horticulture. The next cohort of 10 apprentices which will be aimed at the 25+ age group is due to commence in April 2010. A small team has now been recruited to deliver the Apprenticeship Programme. Mike Gibson is the Apprenticeships Co-ordinator and Andrea McNeil is the Apprenticeships Officer. Both posts are based within BDC's HR department. The team will be complemented with an apprentice in January 2010.

The CWG has approved approximately £55,000 WNF to Chesterfield Law Centre to provide access to specialist **free legal services** in social welfare law (employment, housing, and housing debt) for people eligible to receive legal aid. The service will be made available from four outreach centres in Bolsover, Shirebrook, South Normanton and Creswell. In addition, clients with enquiries about their employment, loss of employment, conditions of work and wages will be able to access **specialist employment advice** via a dedicated telephone service. This service is also being supported by the Derbyshire Primary Care Trust and will be available for the next five years.

In the Quarter 1 WNF Monitoring Report, details of the proposed **Intermediate Labour Market programme** were given. The aim of the scheme is to provide paid employment and accredited learning opportunities to local unemployed people over a six month period. Unfortunately, this area of work has experienced a slight delay due to the changing environment that we are operating within. The programme has now been re-focused so that the main target group is those that are on Employment and Support Allowance. This is so the programme does not compete with other programmes that have been funded through the DWP Future Jobs Fund, which are aimed at those on Job Seekers Allowance. Meetings with prospective bidders of this work programme are taking place late November with a view to appointing the successful organisation and the programme commencing in January 2010. The programme will provide opportunities for 40 people that are out of work within a variety of work roles, but predominately Horticulture and the Environment. If the programme is successful, there may be opportunities for continuing the programme in 2011/12.

BDC's Economic Development Team is currently working towards securing grant funding to support the development of an **Enterprise Centre in Shirebrook**. The centre will provide 18,000 sq ft of lettable office/workshop/hybrid business accommodation supporting a variety of local new and existing businesses. A WNF Commissioning Brief to cover revenue support for the Centre has been approved by the CWG, subject to the capital funding required to build the centre being secured.

Local Strategic Partnership

Earlier this year, CVP were commissioned to undertake some research into the extent of financial exclusion within the district and propose a **Financial Inclusion Strategy and Action Plan**. Their findings and recommendations were presented to, and approved by, the LSP's Executive Support Group in June and the LSP agreed to utilise WNF to deliver against the strategy. The procurement process for this area of work has now been completed with the award of a contract to CVP. CVP will be responsible for the overall implementation of the strategy but will sub-contract work to various partners for direct delivery of activity; this includes North East Derbyshire Citizen's Advice Bureau, Derbyshire Unemployed Workers Centre and Worksop and District Credit Union. The strategy involves a number of different initiatives including the requirement to achieve district wide credit union coverage by March 2012, and to provide additional benefits/welfare rights advisors from January 2010. Full details of this initiative are available on request from the Chief Executives and Partnership Team.

Earlier this year, and following a competitive tendering process, Connexions Derbyshire Ltd were awarded the contract to deliver the **Raising Aspirations** project which aims to raise the aspirations of particular target groups. The project experienced a slow start but can now report that the Raising Aspirations Contract Manager has been appointed and commenced in post at the end of October 2009. Furthermore, two Assistant Personal Advisers (one for teenage parents and the other for young people with drug/alcohol problems) have also been recruited and are due to commence in post shortly. Many partners will be aware that problems were encountered with sub-contracting delivery of Strand 4 (workless adults) which resulted in the decision of the Executive Support Group to de-commission strand 4 from the overall contract. This has been done in agreement with Connexions who are now focusing efforts on delivering Strands 1-3. The LSP Technical Group produced a revised Commissioning Brief for Strand 4 delivery which will be advertised in line with the Council's procurement processes. It is envisaged that an appropriate organisation will be contracted with in January 2010 for the delivery of Strand 4.

A Commissioning Brief for **Employer Engagement** activity has recently been approved by the LSP and the CWG. The aim of the project is to respond to the needs of local employers and inward investors, by matching their recruitment requirements with the skills of local people, especially those from the most deprived wards. Furthermore, it aims to support local unemployed people and ensure connection to appropriate training to meet the needs of local employers and future skills needs of the district. The Chamber of Commerce have been commissioned to lead on this area of activity which will be delivered via the appointment of two posts. The first post will be a **Business Engagement Officer** that will work with inward investors and indigenous businesses to increase opportunities to Bolsover residents to access employment opportunities, and the second post will be **Training Co-ordinator** role that responds to the needs of local, unemployed people by co-ordinating and brokering relevant training. It is envisaged that this project will commence delivery early in the New Year.

Other Activity

Bolsover District Council has appointed a new **Funding and Appraisals Officer** to work within the Chief Executives and Partnership Team. Jessica Clayton will be commencing on 2nd December 2009 and will assist in delivering the WNF programme by undertaking project appraisals, monitoring visits etc. The role will also involve securing funding to enable further partnership activity to take place. It is also pleasing to report that Natalie Price was successful in her interview for the post of Partnership Performance and Communications Officer and will therefore continue working within the CEPT until March 2012.

Project Activities and Achievements

Project Title and Description of Initiative	£ WNF	Quarter 1 Progress																																				
<p>Family Employment Initiative (08-03), Coalfields Regeneration Trust</p> <p>The Family Employment Initiative (FEI) works with families and households to break down barriers to employment. FEI advisors visit hard to reach families and individuals in homes and other accessible locations. Funding from WNF will expand the Bolsover district team from 4.5 to 5.5 Advisers. A further extension to the project is the provision of a District Nurse to work as a member of the existing Family Employment Team. The Nurse will accompany existing advisers to provide responsive health advice, carry out home based health checks, support families to make better health choices, re-engage people with primary health and run “bespoke sessions” on topics that emerge which link improving health to reducing worklessness.</p> <p>Over the life of the project to March 2011, the project aims to assist 525 people into employment. Outputs to be achieved this financial year are:</p> <table border="1" data-bbox="136 1023 790 1409"> <thead> <tr> <th>Output</th> <th>09/10</th> </tr> </thead> <tbody> <tr> <td>Unemployed people gaining employ't</td> <td>214</td> </tr> <tr> <td>NEETs going into EET</td> <td>48</td> </tr> <tr> <td>Adults with learning disabilities moving into employment</td> <td>5</td> </tr> <tr> <td>People (16+) gaining NVQ2</td> <td>36</td> </tr> <tr> <td>People benefiting from debt advice</td> <td>105</td> </tr> <tr> <td>Care leavers moving to EET</td> <td>15</td> </tr> <tr> <td>People on out-of-work benefits supported with health needs</td> <td>50</td> </tr> <tr> <td>Carers receiving health assessment</td> <td>10</td> </tr> </tbody> </table>	Output	09/10	Unemployed people gaining employ't	214	NEETs going into EET	48	Adults with learning disabilities moving into employment	5	People (16+) gaining NVQ2	36	People benefiting from debt advice	105	Care leavers moving to EET	15	People on out-of-work benefits supported with health needs	50	Carers receiving health assessment	10	<p>Lifetime WNF Approved: £348,797</p> <p>2009/10 WNF Approved: £172,074</p> <p>Cummulative Q2 Target: £83,472</p> <p>Cummulative Q2 Actual: £58,895</p> <p>Underspend (against a flat profile) at the end of Q2 was £24,577. In the main, this relates to staffing underspends due to delays with recruiting the WNF Advisor and Practice Nurse.</p> <p>In comparison, training for clients is overspent as anticipated since directing to training is becoming more important during the recession. The Barriers to Work fund is significantly underspent again, a sign of the reducing availability of employment options open to clients.</p>	<p>Outputs Achieved in Quarter 2:</p> <table border="1" data-bbox="1234 316 1865 660"> <thead> <tr> <th></th> <th>Target</th> <th>Actual</th> </tr> </thead> <tbody> <tr> <td>Unemployed people gaining employment</td> <td>45</td> <td>87</td> </tr> <tr> <td>NEETs going into EET</td> <td>12</td> <td>4</td> </tr> <tr> <td>People (16+) gaining NVQ2</td> <td>3</td> <td>6</td> </tr> <tr> <td>People benefiting from debt mgt and advice</td> <td>20</td> <td>1</td> </tr> <tr> <td>People supported with their health needs</td> <td>10</td> <td>0</td> </tr> </tbody> </table> <p>WNF Advisor</p> <p>The new Bolsover WNF Advisor, Diane Ledger, commenced in post on 17th August and has been extremely busy. Initially shadowing other Advisors she is now fully operational and several surgeries have been established in the following locations: Bainbridge Hall, Carr Vale, Bolsover - Tuesday 10.00 – 4.00. Bolsover Library - Wednesday 9.00 – 1.00. Ace of Clubs, Hillstown, Bolsover - Friday 1.00 – 4.00</p> <p>Practice Nurse</p> <p>Sue Dean commenced in post as the Practice Nurse on 5th October. Sue’s work plan, (in line with targets) has been agreed with the PCT and Bolsover WNF and is in the process of being finalised.</p> <p>The referral pathway between FEI and the nurse has been identified and agreed by both parties and advertisement of the project to clients agreed. The nurse is developing this advertisement not only to clients but for local health workers as well. The nurse will attend team meetings and offer health updates for FEI staff in order to cascade good signposting practice. The first of these will be smoking cessation.</p>		Target	Actual	Unemployed people gaining employment	45	87	NEETs going into EET	12	4	People (16+) gaining NVQ2	3	6	People benefiting from debt mgt and advice	20	1	People supported with their health needs	10	0
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Project Title and Description of Initiative	£ WNF	Quarter 1 Progress
	<p>A contract meeting with CRT has been arranged for 24th November to discuss re-profiling expenditure and outputs where necessary.</p>	<p>Arrangements are to be made for the nurse to attend the local doctors, District nurses and Children's centres coordinators with the FEI to raise awareness of the FEI project and nursing support element.</p> <p>Outreach Bases The FEI Project as a whole now operates across 30 Outreach bases in our target communities, so an increase again on the last report.</p> <p>Other Activity The Elmtun & Creswell area has proven to be extremely challenging, both to engage and progress clients so FEI have embarked upon a strategy to improve the number of engagements and referrals in the areas linking <u>two</u> advisors together to combine skills and energise the area. They will be working alongside the community nurse as this is a specific area of interest for the PCT and Council.</p>
<p>Grants to Voluntary Organisations (08-04a), Derbyshire Unemployed Workers Centres DUWCs provide free, confidential and independent welfare rights advice at a variety of times and locations across the district. An informal appointment system will be introduced for drop-in sessions, and where appropriate, telephone advice and home visits will be carried out. Tribunal representation, for users wishing to appeal against decisions made by the Department for Work and Pensions or HM Revenue and Customs regarding benefits and credits will be offered, and where possible, on-site redundancy advice will be offered.</p> <p>Work will be led by a full-time paid worker and supplemented by a team of 8 volunteers, with an aim to recruit another 4 over the year.</p>	<p>Lifetime WNF Approved: £55,350</p> <p>2009/10 WNF Approved: £27,400</p> <p>Cummulative Q2 Target: £13,700</p> <p>Cummulative Q2 Actual: £13,574</p>	<p>717 enquiries have been handled during the period July – September 2009. Advisers based at DUWC's centre in Shirebrook and outreach venues in Creswell, Clowne, Bolsover and Pinxton have reported a steady rise in the number of people facing lay offs, redundancy or short time working, as well as those with Employment and Support Allowance (ESA) problems.</p> <p>In September 2009, training was provided to volunteers on tax credits. DUWC are currently arranging interviews for new volunteers signposted by CVP. The project has reported that one new volunteer, a resident of Bolsover, has been taken on who had previously been helped at a tribunal.</p> <p>During Q2, 39 enquiries regarding tax credits were handled, as well as 30 on Job Seekers Allowance. Referrals to the Law Centre regarding employment issues have also continued.</p>

Project Title and Description of Initiative	£ WNF	Quarter 1 Progress																					
<p>Bolsover Volunteering Project (08-05), CVP This project aims to increase the employability, skills and confidence of local people through the provision of high quality volunteering opportunities. The project will employ 1.6 FTE workers.</p> <p>The full time post will be responsible for identifying and developing a range of volunteering opportunities, ensuring that volunteers that are recruited, placed and supported benefit from appropriate personal and professional development opportunities and best practice models.</p> <p>The part time post will recruit volunteers to act as community health champions who will work with their peers in order to promote and adopt healthier life styles.</p>	<p>Lifetime WNF Approved: £179,476</p> <p>2009/10 WNF Approved: £54,763</p> <p>Cummulative Q2 Target: £26,390</p> <p>Cummulative Q2 Actual: £18,645</p>	<p>The Community Health Champion post has now been filled and the worker commenced in August 2009.</p> <p>CVP has registered with Volunteer England and are now part of the wider Derbyshire volunteer centres network, working towards achieving the quality mark. A new volunteer and volunteering opportunities database, Vbase has been implemented to provide the best possible mapping potential for volunteers.</p> <p>A best training event was held in September (volunteer support and supervision) with 11 people benefiting from the training. 20 individuals have accessed volunteering opportunities via Vbase , with 10 of these being successfully placed and remaining within their placements.</p> <p>Project underspend is due to delays in recruiting the Community Health Champion. A revision to contract was agreed in Oct 09 to re-allocate underspend monies to enable the VCI passport scheme to be rolled out across the district. This will benefit a further 75 volunteers.</p>																					
<p>Ways to Work (08-06), Derbyshire Rural Community Council Ways to Work is a cross-cutting transport project where many elements of transport provision are brought together to remove transport as a barrier to work and training. It aims to provide transport opportunities, and/or easy to understand information on available transport options. This enhances existing Wheels to Work provision in Bolsover, through the provision of additional services including push bike and electric bike loan, taxi/bus vouchers, subsidised driving lessons, personalised travel planning and better access to information about transport. Over the lifetime of the project, 133 people will be assisted into employment.</p>	<p>Lifetime WNF Approved: £144,835</p> <p>2009/10 WNF Approved: £52,003</p> <p>Cummulative Q2 Target: £18,153</p> <p>Cummulative Q2 Actual: £16,582</p>	<p>Outputs Achieved in Quarter 2:</p> <table border="1" data-bbox="1234 938 1865 1321"> <thead> <tr> <th></th> <th>Target</th> <th>Actual</th> </tr> </thead> <tbody> <tr> <td>Unemployed people gaining employment</td> <td>13</td> <td>27</td> </tr> <tr> <td>NEETs going into EET</td> <td>1</td> <td>2</td> </tr> <tr> <td>Jobs created</td> <td>0</td> <td>1</td> </tr> <tr> <td>Businesses assisted to improve performance</td> <td>1</td> <td>1</td> </tr> <tr> <td>No. of employees benefiting from training</td> <td>1</td> <td>28</td> </tr> <tr> <td>No. of care leavers moving into employment</td> <td>1</td> <td>1</td> </tr> </tbody> </table> <p>The project has made a positive start with outcomes exceeding targets in the second quarter. The moped loan aspect of the scheme continues to be very popular within the district, with</p>		Target	Actual	Unemployed people gaining employment	13	27	NEETs going into EET	1	2	Jobs created	0	1	Businesses assisted to improve performance	1	1	No. of employees benefiting from training	1	28	No. of care leavers moving into employment	1	1
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Project Title and Description of Initiative	£ WNF	Quarter 1 Progress
		<p>steady progress in the development of other areas of the scheme.</p> <p>As part of the project, STAR consultants have been appointed to undertake a feasibility study to:</p> <ul style="list-style-type: none"> Identify best practice in administering taxi/bus vouchers etc > Stagecoach have agreed to work with the project and provide a 40% discount on travel fares for Ways to Work clients. A gap analysis in terms of transport provision to places of employment/training > This was presented to the Joint Transport Action Group in October.
<p>Financial Inclusion Strategy and Action Plan (08-07), BDC</p> <p>In a 2007 report, Bolsover was identified as one of the 25 areas with the greatest mismatch between the demand for and supply of affordable credit from third sector lenders.</p> <p>In response to this, tenders were invited with the remit to explore options and propose an action plan to facilitate the implementation of a financial inclusion model for Bolsover District.</p>	<p>2009/10 WNF Approved: £9,800</p> <p>Completed</p>	<p>CVP were commissioned to undertake a feasibility study on behalf of the LSP that resulted in the production of a five year Financial Inclusion Strategy and Action Plan for the district. Key findings and recommendations were presented to the Executive Support Group in June 2009. In November, the LSP awarded a contract to CVP to deliver against the Financial Inclusion strategy. Further details will be provided in the Q3 progress update report.</p>
<p>Apprenticeships – Feasibility Study and Interim Arrangements (08-08), BDC</p> <p>To address high levels of youth unemployment (18-24 year old JSA claimant rate of 37.3%), and low educational attainment levels in Bolsover District, tenders were invited with the remit to produce a feasibility study for a public sector apprenticeship scheme which would target those not achieving the grade requirements of traditional apprenticeship schemes.</p>	<p>2009/10 WNF Approved: £43,815</p> <p>Cummulative Q2 Target: £29,675</p> <p>Cummulative Q2 Actual: £29,675</p>	<p>Consultancy support in respect of developing the Bolsover Apprenticeship programme has continued in Quarter 2. The Apprenticeship Programme has now been successful in securing funding to deliver 75 apprenticeship places over the next three years. Funding has been secured from the Future Jobs Fund, Working Neighbourhoods Fund and partner contributions from participating organisations. A team to support the apprenticeship programme has been appointed. Consultancy support will therefore cease in November 2009.</p>
<p>Bolsover Infrastructure Development Officer (08-09), Bolsover District Council</p> <p>Bolsover has a number of key development site opportunities due to come to fruition over the next</p>	<p>Lifetime WNF Approved: £97,168</p> <p>2009/10 WNF</p>	<p>The Bolsover Infrastructure Development Officer post was advertised during Q2 and the post has now been filled.</p> <p>A contract review meeting is scheduled to take place in November</p>

Project Title and Description of Initiative	£ WNF	Quarter 1 Progress
<p>two to three years. This project seeks to maximise the opportunities available from these regeneration activities for both local residents seeking sustainable quality employment and to provide infrastructure to attract investors and grow local businesses.</p> <p>Existing masterplans and briefs will be used to inform future regeneration activities, promote engagement with local communities, and contribute towards the Council's Local Development Framework.</p> <p>The Projects Officer (Infrastructure) will progress the future development of the town centres and strategic sites and will work with investor/employers locating to strategic sites to help assess skill and employment needs.</p>	<p>Approved: £28,968</p> <p>Cummulative Q2 Actual: £0</p>	<p>2009 to assess the impact of the delayed appointment on project spend, milestones and outcomes.</p> <p>Detailed project activity will be reported in Quarter 3.</p>
<p>Work for Yourself (08-10), Disability Dynamics</p> <p>The project is seeking to work with disabled residents within Bolsover to encourage them to start their own businesses.</p> <p>Clients are allocated a Business Adviser who will support them with developing an Action Plan, provide regular on-going mentoring and coaching support through each stage. Support continues during the crucial early trading phase until project end. All clients are provided with information signposting them to other employment support sources.</p> <p>This is a joint project with Chesterfield Borough Council and aims to assist the creation of 35 new businesses within the Bolsover district by March 2012.</p>	<p>Lifetime WNF Approved: £202,371</p> <p>2009/10 WNF Approved: £78,491</p> <p>Cummulative Q2 Target: £21,458</p> <p>Cummulative Q2 Actual: £26,271</p> <p>The project has a cumulative underspend of approximately £5K but much of this will be caught up in Q3.</p>	<p>The project is on track for achieving its goals with 37 contacts, 27 engagements, and 21 one-to-one meetings taking place to date.</p> <p>Two enterprise workshops had been planned, booked and promoted during October but unfortunately one had to be cancelled due to low numbers (Shirebrook). This is likely to be re-arranged early in 2010.</p> <p>A significant amount of time has been dedicated to promoting the service over the last two quarters, in order to achieve adequate recruits to the programme so that business launch targets can be achieved. Local newspapers remain the most effective means of recruiting.</p>

Project Title and Description of Initiative	£ WNF	Quarter 1 Progress
<p>Raising Aspirations (08-11), Connexions This project aims to raise aspirations in those individuals who are most marginalised and furthest away from employment. In particular, it will provide additional support, engagement activities and training opportunities for pre-16 students and their families, 16–18 year olds who are NEET, teenage parents, care leavers, homeless and vulnerable young people, together with workless adults who have disabilities or mental health issues.</p> <p>A Contract Manager will be appointed to who provide local management of the project.</p> <p>Strand 1 The project will seek to raise aspirations and increase the awareness amongst school age young people and their families regarding further educational and employment opportunities and encourage informed choices at Key Stage 4 and beyond. A 0.5 fte Co-ordinator will be recruited to oversee the administration and co-ordination of these events with the Bolsover secondary schools.</p> <p>Strand 2 Two Key Workers will be appointed, one to work with Teen Parents and one to work with young people who have drug or alcohol problems (both 1.0 fte). young people who will potentially become NEET can be identified and given enhanced support through this project as soon as they leave school and before they have the opportunity to become NEET.</p> <p>Strand 3 Action For Children will provide an additional specialist worker to offer dedicated support to care leavers who are NEET plus a programme of</p>	<p>Lifetime WNF Approved: £1,095,000</p> <p>2009/10 WNF Approved: £315,596</p> <p>Cummulative Q2 Actual: £0</p>	<p>The project has got off to a slow start with delayed recruitment of project staff. However, the Raising Aspirations Contract Manager has now been appointed and commenced in post at the end of October 2009. Clare Talati has been extremely busy since then meeting with key partners and identifying current provision and gaps.</p> <p>The two Assistant Personal Advisers (one for teenage parents and the other for young people with drug/alcohol problems) have also been recruited and are due to commence in post shortly.</p> <p>Problems experienced with sub-contracting elements of Strand 4, which is aimed at raising aspirations amongst economically inactive and unemployed adults resulted in the decision of the Executive Support Group to de-commission strand 4 from the overall contract. This has been done in agreement with Connexions who will now focus on delivering Strands 1-3. The LSP Technical Group has produced an amended Commissioning brief for Strand 4 delivery which will be advertised in line with the Council's procurement processes in November 2009. It is envisaged that the successful organisation will be contracted with during January 2010.</p> <p>A Raising Aspirations steering group has been established and terms of reference agreed. This group has now met on three occasions and will provide the strategic direction for delivery of the contract over the forthcoming years. It has been agreed that Strand 4 delivery will continue to be overseen by this group even though it will be subject to a separate contract arrangement.</p> <p>Strand 3 which is aimed at raising the aspirations of young people that are in care/care leavers/homeless is progressing extremely well since the appointment of a dedicated support worker who provides intensive support to these target groups. Their focus is on those with potential transition problems. A buddy scheme is being set up for Care leavers to buddy with ex care leavers with successful transitions.</p>

Project Title and Description of Initiative	£ WNF	Quarter 1 Progress
<p>dedicated learning activities to prepare the young people for re-introduction and reintegration into a learning or employment environment while at the same time addressing their other barriers to economic and social wellbeing.</p> <p>Strand 4 This strand of the project will draw upon the strengths of CDL and CVP to provide a wide range of provision to address the issue of adult worklessness by meeting the needs of the marginalised and diverse client groups that it seeks to assist (adults with learning disabilities, adults in contact with secondary mental health services, workless residents living within LSOAs).</p>		<p>A financial claim has not been made in Q2 as there was little expenditure to report.</p> <p>There will be some impact on project targets and these are currently being re-visited with Connexions.</p>
<p>Hot Prospects (08-12), FMC Online This project aims to place 30 Bolsover District graduates into Bolsover District SMEs by 2010.</p> <p>The target groups include graduates that are currently not in work or training, or that are currently employed in non-graduate jobs. The SMEs will be those which have not previously employed graduates, struggle to access higher level skills, or which require graduate skills but are reticent to take risks in the current climate.</p> <p>The project is facilitated using the existing HotProspects infrastructure with a dedicated account manager, supported by a project manager.</p>	<p>Lifetime WNF Approved: £41,300</p> <p>2009/10 WNF Approved: £41,300</p> <p>Cummulative Q2 Target: £19,500</p> <p>Cummulative Q2 Actual: £18,900</p>	<p>The first three months of the HotProspects in Bolsover project have focused on establishing the project's presence in the district with additional emphasis on marketing and business engagement.</p> <p>90 businesses have been engaged with HotProspects with feedback generally being positive although challenges exist in helping businesses identify where graduates can add value.</p> <p>19 expressions of interest have been received from Bolsover SMEs, of whom 9 are awaiting internal sign off.</p> <p>9 organisations have registered with the service (details of companies available on request)</p> <p>68 graduates have registered with the service with an interest in working in the Bolsover district, of these the majority graduated from the University of Derby, Sheffield Hallam University and Sheffield University.</p> <p>Although 10 placements have been accepted for recruitment only 1 is currently underway as at the end of Q2.</p>

NI 153 Number of People Claiming Benefits

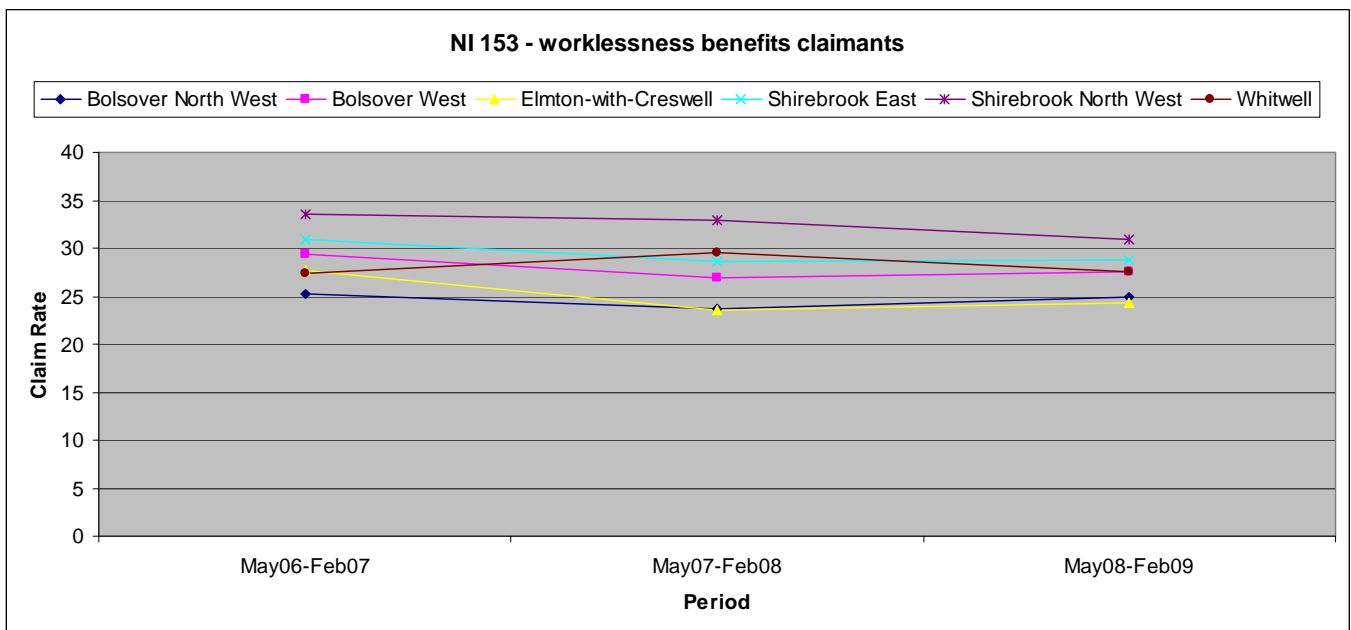
National Indicator (NI) 153 measures progress on reducing concentrations of worklessness within local authority areas, particularly those in receipt of the Working Neighbourhoods Fund (WNF).

Specifically, the indicator measures the out-of-work benefits claimant rate in the worst performing neighbourhoods - defined as Lower Super Output Areas with a benefit claimant rate of 25% or more as at February 2007 (4 quarter rolling average).

Within Bolsover District, 6 neighbourhoods fell into the 'worst performing' category:

- Bolsover North West
- Bolsover West
- Elmton-with-Creswell
- Shirebrook East
- Shirebrook North West
- Whitwell

The Core Worklessness Group was established to allocate WNF with the explicit aim of addressing NI 153. Progress to date is charted below:



The last data release covered the period to February 2009.

Two years since the February 2007 baseline was established, the claimant rate in all areas has decreased with the exception of Whitwell. Whitwell's rate peaked in February 2008 at 29.5% but has since declined, although it has not yet reached the original baseline rate.

Two areas are able to report a claimant rate of below 25%; these are Bolsover North West and Elmton-with-Creswell.

The economic recession does not appear to have worsened the worklessness situation in these 'worst performing areas', but it may affect the perceived impact of interventions commissioned by the Core Worklessness Group, and those implemented outside of the Working Neighbourhoods Fund programme.

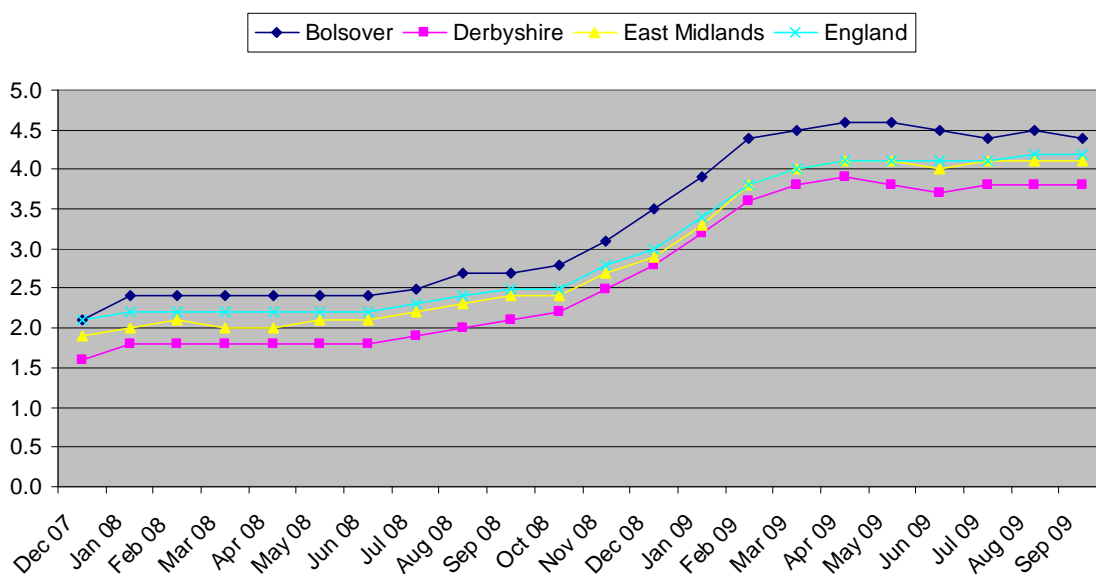
Enquiries have been made regarding the availability of NI 153 data for the whole of the Bolsover district in order to monitor whether there are any areas that are experiencing increases in claimant rates greater than 25%. However, we are informed that NI 153 data is only available for those areas identified above.

Job Seekers Allowance

Job Seekers Allowance claimant data is issued more frequently and can be used as a measure to identify trends and anomalies on a monthly basis.

The chart below shows that the claimant rate increased rapidly from September 2008, with a widening of the gap between district and county/regional/national performance. Although the rate appears to have stabilised for Derbyshire, the East Midlands, and England; Bolsover district is still experiencing fluctuations.

JSA claimant rate in Bolsover district



The knock on effects of increased claimant rates can include lower household incomes, increased demand for debt advice, and an increase in mental health and drug/alcohol related problems including domestic violence.

Committee:	Executive	Agenda Item No.:	11.
Date:	2 nd November 2009	Status	Open
Category	3. Part of the Budget and Policy Framework		
Subject:	Renewal of Insurance Policies 2009		
Report by:	Senior Technical Officer		
Other Officers Involved	Director of Resources Head of Finance		
Director	Director of Resources		
Relevant Portfolio Holder	Corporate Efficiency		

RELEVANT CORPORATE AIMS

STRATEGIC ORGANISATIONAL DEVELOPMENT – Continually improving the efficiency and effectiveness of Council services by demonstrating value for money by reviewing the current basis of risk transfer arrangements whilst maintaining sound financial management.

TARGETS - To review the entire insurance portfolio with the current insurer, whilst endeavouring to retain within a Long Term Agreement (LTA) to improve the effectiveness and efficiency of the renewal process. This enabled the Council to maintain LTA and package discounts and obtain competitive renewal terms, therefore contributing towards the Council's efficiency gains targets.

VALUE FOR MONEY - Obtain competitive renewal terms for all of the Council's insurance policies following significant insurance claims, during a period where the insurance market is experiencing rising costs.

Purpose of the Report

The Council's insurance policies were due for annual renewal on 1st October 2009. This report is to inform Members of the outcome of the recent insurance renewal process carried out under powers delegated to the Director of Resources.

Delegated Powers

The Council has granted delegated powers to the Director of Resources to renew the Council's insurance cover, in order to obtain the most economically advantageous outcome, without the restrictions imposed by meeting deadlines.

Background

The principal insurance contracts are insured with Travelers Insurance Company. The engineering inspection, contractors plant insurance and vehicle uninsured loss recovery agent are with Allianz and MAPS respectively. These contracts were awarded following a tendering exercise in 2006 and expire in September 2011.

The principal insurance policies are subject to a £20,000 excess each and every claim. The exceptions are vehicles (and Council tools contained within) which are subject to a £250 excess, engineering contractor's plant having £10,000, leasehold flats having a nil excess except subsidence claims where £2,500 applies and respect of Pleasley Vale flood peril an excess of £50,000.

Premium Rating Factors

Insurers base their premium rate calculations on a variety of factors, a number of which have changed for the Council since the last renewal:

Salary and wages figures declaration, which increased significantly due to Job Evaluation on top of annual increments and pay award.

Property valuation figures, for all general properties, leased flats and housing stock.

Claims history (settlement values and types of losses).

Rating Review

At the 2009 insurance renewal the insurer altered the basis of premium rating to reflect the Council's claims trend. Whilst the overall balance of premium rates remains neutral, this has resulted in the following:

All property rates have increased due to the deteriorating loss experience.

A reduction in rates applied to Public Liability, Employer Liability and Officials indemnity policies due to improving loss experience.

Excess Levels

The Council sought comparisons of varying excess levels to premiums, but the premium reductions were not significant compared to the additional risk.

Profit Share Scheme

The policies with Travelers are linked to a profit share scheme. This is based on a sliding scale to reflect the loss ratio (premiums to claims) at each forthcoming renewal. Due to the loss experience for the period 2006 -2007 the profit share at the 2009 renewal is nil (compared with a profit share of £8,714 in 2008/09).

Renewal Outcome Summary

The following summarises the outcome of the 2009 renewal process:

Renewed principal insurance policies with Travelers which includes a total of 6 free risk management consultancy days.

No change to excess levels

Premium ratings revised but the balance of the rates remain unaltered, increases in premium costs are due to increases in sums insured.

Other limits within the policy remain unchanged, with the exception of an endorsement to an extension on the 'All Risks' policy relating to Council tools in vehicles was added with a reduced excess of £250.

Long Term Agreement expires in September 2011.

Conclusion & Costs

The increases in 2009 premiums are due to increased sum insured figures and salary costs. Significant examples would include the acquisition of Riverside Depot (whilst still insuring Oxcroft Lane and South Normanton depots); and the Job Evaluation process increasing salary costs.

The following comparison table shows premiums by category and compares with the renewal in 2008/09:

	2008/2009 £	2009/2010 £	Variance £
Motor			
Fleet	69,707	70,804	1,097
Lease Cars	15,561	16,062	502
Vehicle Accumulation policy	3,540	4,883	1,343
MAPS Recovery Loss Agent	790	741	(49)
Total Motor premiums	89,598	92,491	2,893
Liability			
Public liability / Libel & Slander	50,251	43,678	(6,573)
Employers liability	82,438	70,978	(11,460)
Officials indemnity / Land Charges	9,569	8,758	(811)
Professional Indemnity	1,855	1,943	88
Total Liability premiums	144,114	125,357	(18,757)
Property			
Council properties	65,471	95,838	30,367
Contents	1,862	3,191	1,329
Business Interruption	1,667	2,327	660
All Risks	853	1,073	220
Money	324	324	-
Council Tools (in vehicles)	-	533	533
Total Property premiums	70,177	103,286	33,109

	2008/2009 £	2009/2010 £	Variance £
Minor Classes			
Fidelity Guarantee	2,011	2,204	193
Computer	3,999	4,012	13
Engineering (plant & inspection)	7,784	7,942	158
Total Minor premiums	13,794	14,158	364
Claims Handling	6,500	6,500	-
I.P.T. @ 5%	15,107	16,415	1,308
Less Profit Share	(8,714)	(-)	8,714
Total	330,576	358,207	27,631
Total to Travelers	321,914	349,439	27,525
Total to MAPS- Motor Loss Recovery	830	778	(52)
Total to Allianz - Engineering Policies	7,832	7,990	158

Specialist Advice

Consultancy and Brokering services are to be retained, continuing to provide the Council with guidance and support, claims analysis, advice, monitoring the adequacy of the "insurance fund" and verify insurers' contract terms and conditions. The annual cost for this service is £4,500. An additional fee of £5,000 is required to assist in the 2010 renewal process. Brokering services are to be subject to tendering in 2010 to test the market.

Reserves & Provisions

The availability of funds to meet the Council's liability and responsibility for claims below the excess and finance any uninsured losses is a vital component in the risk transfer process.

At 1st April 2009, the opening balances for the Insurance Provision was £155,631 and the Reserve was £138,210 before any scheduled contribution. Annual contributions of £60,000 to the Provision and £50,000 to the Reserve are budgeted for in the Medium-term Financial Plan. Over the past 3 years the average annual cost for claims incurred below the excess equated to £137,835, and withdrawn from the provision, significantly more than the annual contribution. If this trend continues the provision will have insufficient funds to meet incurred costs. In the short term it is appropriate to re-allocate funds from the reserve to the provision. Therefore £100,000 is to be allocated to the provision in an attempt to maintain adequate balances. The remaining £10,000 will be allocated to the reserve, which has an average annual withdrawal of £22,810. The withdrawals of £137,835 and £22,810 are based on historical claims experience and are no indication of projected withdrawals. However, if these figures continue additional contributions may be necessary for the long term.

IMPLICATIONS

Financial:

1. Contributions to the Reserve and Provision to be reallocated as aforementioned and continue to review options to increase these funds to meet the eventuality of unforeseen losses and finance claims below the excess.
2. The overall annual cost is £477,707, as the following table shows and compares with 2007 :

	2008 Costs £	2009 Costs £
Premiums (net of IPT)	315,469	341,792
IPT @ 5%	15,107	16,415
Provision Contribution	60,000	100,000
Reserve Contribution	50,000	10,000
Consultancy / Claims Analysis	4,500	4,500
Renewal Consultancy	5,000	5,000
Total	450,076	477,707

The impact spans two financial years as the figure of £477,707 is based on the insurance year, 1st October 2009 to 30th September 2010. The financial year budget for 2010/11 will differ dependent upon:

- the probability that premiums will increase again in October 2010
- a judgement on whether the provision for future years will be sufficient;
- the LTA is breached, obligating the Council to tender.

The Council's Business Risk Group will be looking to implement changes during this premium year to enhance the Council's claims history and result in a more competitive renewal premium in 2010.

Legal: None

Human Resources: None

RECOMMENDATION(S)

1. **That the action of the Director of Resources under delegated powers be endorsed.**

REASON FOR DECISION TO BE GIVEN IN ACCORDANCE WITH THE CONSTITUTION

The Council has assessed value for money, quality and service issues, together with the preferred risk transfer method and selected the option financially beneficial to the Council.

ATTACHMENTS: **N/A**

FILE REFERENCE: ***Held by Senior Technical Officer***

SOURCE DOCUMENT: **N/A**

EXECUTIVE AGENDA

Monday 30th November 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.	Members should declare the existence and nature of any personal and prejudicial interests in respect of: a) any business on the agenda b) any urgent additional items to be considered c) any matters arising out of those items and if appropriate, withdraw from the meeting at the relevant time.	3
4.	To approve the minutes of a meeting held on 2 nd November 2009.	4 to 11
5.	Recommended Item from Scrutiny Committee held on 13th October 2009 – Minute No. 390; Review of Expenditure within PPMG1's Remit. Recommendation on Pages 12 and 13.	12 to 22
6.	Recommended Item from Scrutiny Committee held on 13th October 2009 – Minute No. 392; Fees and Charges Budget Review. Recommendation on Page 23.	23 to 98
7.	Recommended Item from Scrutiny Committee held on 13th October 2009 – Minute No. 392; Capital Budget Review. Recommendation on Page 99.	99 to 108
8.	Recommended Item from Scrutiny Committee held on 10th November 2009 – Minute No. 478; Policy and Performance Management Groups; Progress on Reviews – Housing Revenue Account. Recommendation on Pages 109 and 110.	109 to 163

- | | | |
|-----|---|------------|
| 9. | Recommended Item from Scrutiny Committee held on 10th November 2009 – Minute No. 476; Joint Scrutiny Spotlight Review of Shared Procurement.
Recommendation on Pages 164 and 165. | 164 to 180 |
| 10. | Working Neighbourhoods Fund Monitoring Report Quarter 2.

NB: the Quarter 2 Monitoring Report is bound separately to the agenda. | 181 to 183 |
| 11. | Renewal of Insurance Policies. | 184 to 188 |
| 12. | Budget Reports - 2009/10 Revised & Provisional 2010/11 onwards. | To Follow |
| | PART 2 – EXEMPT ITEMS
<i>The Local Government (Access to Information) Act 1985, Local Government Act 1972, Part 1, Schedule 12a.</i> | |
| 13. | Exempt Paragraph 3
Mobile Working. | 189 to 198 |

Committee:	Executive	Agenda Item No.:	12.
Date:	30 th November 2009	Status	Open
Category	3. Part of the Budget and Policy Framework		
Subject:	Future Year Budget Assumptions (Budget Reports – 2009/10 Revised and Provisional 2010/11 onwards)		
Report by:	Director of Resources		
Other Officers Involved	Head of Finance & Revenues		
Director	Director of Resources		
Relevant Portfolio Holder	Leader of the Council		

RELEVANT CORPORATE AIMS

STRATEGIC ORGANISATIONAL DEVELOPMENT – Continually improving our organisation.

TARGETS - None

VALUE FOR MONEY – Resource allocation needs to be matched to priorities based on known needs. By planning for the future services can be adjusted to the resources available.

Introduction

1. Local Government finance has like all aspects of the economy has been caught up in a period of great change due to a variety of reasons but also in no small way to the recent recession.
2. The Council has seen this impact in a variety of different ways:

Significant reductions in demand for services that the Council receives an income from (e.g. Planning, Land Charges etc)
Significant extra demand for certain statutory services (e.g. benefits)
Potential changes in Government funding
Reduction in interest rates and resulting uncertainty from the Icelandic banking crisis

3. It is against such an agenda the Council will be seeking to set its budgets for 2010/11 onward in the coming months, which will bring with it uncertainties e.g. parliamentary elections.

Government Grant Settlements

4. The Comprehensive Spending Review announced by Government in 2007 provided a three year Government grant settlement
5. The Government are still to announce details of the Comprehensive Spending Review which was due in 2009 for the period 2011/12 to 2013/14.
6. It is evident that the current economic downturn will produce a slowdown in public sector spending with downward pressure on grant settlements, specific grants, and council tax. Specific details are not known at this time.
7. The three-year local government settlement announced provisional allocations for 2010/11. As part of the Budget 2009, the Government confirmed that the provisional settlement for 2010/11 would not change from that announced in December 2007. The Council has now received notification that the formula grant from the Government in 2010/11 will be £7.9m. A 1% cash decrease in formula grant allocations per annum is assumed from 2011/12 onwards to reflect a real terms decrease of 10% over three years that is generally forecast.
8. In addition to the Formula Grant, the Council also receives Area Based Grant. No increase above that previously notified has been assumed from 2010/11 onwards, nor have any planned changes of funding from Specific Grants to Area Based Grants. The element of Specific Grant for Concessionary Travel is currently out for consultation but the proposals being consulted upon do not change the grant due to the Council but do benefit other Derbyshire councils that incurred increased costs in recent years.

Efficiency targets

9. The Pre Budget Report 2008 announced an additional £5 billion public sector value for money target for 2010/11. The Government's Budget in 2009 confirmed that Local Government's 3% CSR07 efficiency target had been increased from £4.9bn to £5.5bn, with councils expected to find 4% efficiency savings in 2010/11.

Pay awards assumptions

10. Pay awards assumptions are for 2% per annum increases. Pressure remains in the national economy to keep public sector pay increases to a minimum. Within Derbyshire the range is from 1.5% to 3.0%.

11. If the budget were be prepared on an assumed 0% increase in 2010/11 or subsequent years this would reduce the projected expenditure by approximately £280,000. It would be prudent to create an in year contingency of an amount up to the value of the saving to minimise the impact of any pay award that may result. If the contingency was not needed during the year then this could then be used to address other budget pressures / potential developments.

National Insurance Contributions

12. Employers National Insurance contributions are due to increase by 0.5% from April 2011 based on the Government's Budget 2008 announcement.

Superannuation Employer rates

13. Superannuation Employer rates are assumed to increase by 1% each year. This is determined by the actuarial review which takes place every 3 years, the next review will impact on 2011/12. Further increases are anticipated, unless the rules for achieving solvency or other adjustments are agreed nationally or recovery in investments continues to strengthen.

General Inflation

14. General Inflation has in recent years not been provided for on supply and service budgets. No specific cases have been made to indicate this would be a problem to services. Within Derbyshire the range is from 1.5% to 2.5%.

Energy costs

15. Energy costs have not been increased. It is expected that the unit prices will be constant throughout 2010/11 based on the framework agreement with Nottinghamshire County Council. Council's that previously joined other framework contracts have seen reductions in gas and electricity prices of between 10% and 35%. The recent approval of the new purchasing arrangements for 2011 onwards should go some way to keep costs as low as possible.

Investment Interest

16. Investment Interest is under pressure at 2% in the current year, as detailed in the budget report for April to September. Assumptions for future years have taken into account advice from the Council's treasury advisors and other brokers and the levels of interest have been modelled on investment returns of 2% in 2010/11, 2.5% in 2011/12 and 5% in 2012/13.

17. The recent volatility in the money markets has indicated that it would be prudent for the Council to seek to get to a position where investment interest does not fund recurring in year expenditure but rather is used to fund one off developments or to pump prime saving initiatives.

Income levels

18. Income levels are assessed on a Service by Service basis as certain activities cannot easily pass on an increase e.g. Land Charges, whereas others are expecting to see an increase e.g. Planning. In general, where this is not at statutory fee and the market place is not distorted there has been increase of approximately 3%. Within Derbyshire 2.5% is the norm.
19. If the Executive accept the report by PPMG 2 in this area, this will be considered and reported to a future meeting of the Executive.

Debt Charges

20. Debt Charges are expected to increase in 2010/11 ongoing due to the Commutation adjustment reserve ending.

Council Tax

21. Council Tax increases will be a matter for Council to determine. The current level of Council tax at band D is £155.20 per annum, making up 10% of the total bill. The table below illustrates the impact of different increases assuming no increase in the taxbase.

Type of Increase	Actual Increase £	Total Band D £	Revenue generated £
1.0%	1.55	156.75	34,925
1.5%	2.33	157.53	52,500
2.0%	3.10	158.30	69,849
2.5%	3.88	159.08	87,424
3.0%	4.66	159.86	104,999
£0.50	0.50	155.70	11,266
£1.00	1.00	156.20	22,532
£2.00	2.00	157.20	45,064
£3.00	3.00	158.20	67,596
£4.00	4.00	159.20	90,128

22. The Government continue to scrutinise Council Tax increases and will review any excessive increases, as evidenced by the experience of Derbyshire Police Authority. This would normally be an issue for increases in excess of 4%.

23. The Council does have the option not to increase the Council Tax. The amount of revenue lost in the immediate year may not be significant but it does impact on the levels of future year increases as year on year that revenue has been lost and future increases will be from that lower starting point. Any attempt to then recover such an increase would be limited to the levels acceptable by Government and community interaction.

Council Taxbase

24. Council Taxbase increases, if any, are expected to be lower than previous years, reflecting the downturn in the economy. This will be reported to Council later in the financial year. In addition, the taxbase will be set in the context of the ongoing collection fund deficit.

Collection Fund

25. The Collection Fund has been carrying a deficit for a number of years which has slowly been growing. This will be reviewed in January and consideration given to declaring a deficit to the precepting authorities. This also, to a lesser amount, puts a cost on the General Fund.

Other budget considerations

26. Certain budgets are under significant pressure in the current year and separate reports are being sought by SMT to bring to Cabinet options for current and future year levels of income and expenditure. These reports will focus on:

Planning
Bulky waste

27. Carbon Reduction Commitment is a new mandatory scheme intended to drive energy efficiency in both the private and public sectors, including local authorities. At this time the Council is exempt from such costs but limits in future years may result in the Council needing to purchase 'carbon allowances' to cover its energy-related emissions.
28. South Normanton Joint Service Centre annual revenue costs of £70,000 added to the budget, less savings from the transfer from the existing premises.
29. Concessionary Travel will no longer be a cost to the Council from April 2011 when responsibility will return to Derbyshire County Council. The budget assumptions at this time assume that the reduction in funding will mirror a reduction in expenditure. Government consideration after consultation with the Council's affected is still awaited.
30. Job Evaluation (generally & specifically for Craft employees) and the resulting equal pay audits will see continued increases in costs.

31. Icelandic investments and any return from them that is not 100% of the investment made will result in the Council having to account for an impairment of the asset. Whilst this cost can be spread over a number of years it remains an uncertainty for the purposes of preparing the budgets at this time. In addition, requests are being made to Government that any impact be deferred for a further year, as was the case in 2009/10.
32. The International Financial Reporting Standard has an increasing impact on the Council each year until full conformity is achieved. We await confirmation that the latest guidance from Government does not require any budgetary provision.
33. Land Charges income from personal searches is subject to a number of Counsel Opinions dealing with a national issue that the Local Government Association is involved with. If the current basis of charging was to be removed a significant element of the Council's Land Charges income would be at risk. This matter is not yet resolved.
34. The work of the PPMGs if accepted by the Executive will need to be evaluated in detail and changes considered for the budget.
35. The budget will continue to be developed based on assumptions agreed with the Executive. The refinement of the budget to the Council's level of available resources and to its priorities will be on an ongoing basis in consultation with Cabinet and updates to the PPMG's leading to future reports to Executive and then to Council.

Overall Position

36. These assumptions are subject to fluctuation as further information arises on future Government spending plans, service demands, pay and price inflation over the next four years. Planning for the tougher times ahead is clearly a priority.
37. The impact of the economic downturn has led to an increase in demand for some Council services, this may well continue for a number of years. There is a level of unpredictability about the Council's forward financial plan caused by the current pressures in the economy. The certainty the Council does face at the moment is that the financial position of the Council is going to be very challenging with the Council having to meet ongoing costs and service pressures against a background of much less government support.

IMPLICATIONS

Financial: The report outlines the many issues under consideration for future years budgets. This report will also be presented to the Scrutiny Committee on 7th December 2009.

Legal: None

Human Resources: None

RECOMMENDATIONS

- 1. That the assumptions detailed in the report be noted**
- 2. That indicative levels of Council Tax are noted and inform future decisions for Council Tax setting**

REASON FOR DECISION TO BE GIVEN IN ACCORDANCE WITH THE CONSTITUTION

The Council's budget needs to reflect local decision making.

ATTACHMENTS: **N**

FILE REFERENCE:

SOURCE DOCUMENT: