

EXECUTIVE

**MONDAY
5TH JULY 2010
AT 1000 HOURS**

COMMITTEE ROOM ONE

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Sherwood Lodge
Bolsover
Derbyshire
S44 6NF

Date: 25th June 2010

Dear Sir or Madam,

You are hereby summoned to attend a meeting of the Executive of the Bolsover District Council to be held in Committee Room One, Sherwood Lodge, Bolsover, on Monday 5th July 2010 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 page 126.

Yours faithfully,



Chief Executive Officer
To: Chairman & Members of the Executive

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

EXECUTIVE

Minutes of a meeting of the Executive of Bolsover District Council held in Committee Room One, Sherwood Lodge, Bolsover, on Monday 7th June 2010 at 1000 hours.

PRESENT:-

Members:-

Councillor E. Watts - in the Chair

Councillors K. Bowman, A.J. Hodkin, D. Kelly, D. McGregor, B.R. Murray-Carr and A.M. Syrett.

Officers:-

W. Lumley (Chief Executive Officer), S. Sternberg (Solicitor to the Council), J. Brooks, (Director of Resources), S. Tomlinson (Director of Neighbourhoods), D. Hill (Head of Finance and Revenues) and R. Leadbeater (Democratic Services Officer)

27. APOLOGIES

Apologies for absence were received from Councillors J. E. Bennett and A.F Tomlinson.

28. URGENT ITEMS OF BUSINESS

There were no urgent items of business to consider.

29. DECLARATIONS OF INTERESTS

There were no declarations of interest submitted.

30. MINUTES OF A MEETING OF THE EXECUTIVE HELD ON 26TH APRIL 2010

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

RESOLVED that the minutes of a meeting of the Executive held on 26th April 2010 be approved as a true record.

EXECUTIVE

Minute No. 886 - Recommended Item from the Scrutiny Committee Held on 23rd March 2010-Annual Review of Community Safety

The Portfolio Holder for Community Safety advised that a meeting had been arranged next week with the Solicitor to the Council to discuss this matter in further detail.

31 . RECORD OF DECISION NOTICES FROM THE JOINT BOARD MEETING HELD ON 16TH MARCH 2010

The surplus from the Joint Internal Audit for 2009/10 was confirmed as £9,600 by the Director of Resources.

Questions were raised as to whether any decisions had been made in respect of the new Government's proposed changes in respect of Housing. The Chair confirmed that no decisions had yet been taken as further information was still to be provided.

Moved by Councillor E. Watts, seconded by Councillor D. McGregor
RESOLVED that the record of Decision Notices from the Joint Board Meeting held on 16th March 2010 be noted.

32. REPRESENTATIVES ON OUTSIDE BODIES

The list of Representatives on Outside Bodies was agreed subject to one amendment requested by the Portfolio Holder for Arts and Leisure.

Moved by Councillor E. Watts, seconded by Councillor D. McGregor
RESOLVED that subject to the stated amendment the Representatives on Outside Bodies be agreed.

33. ARREARS IRRECOVERABLE – ITEMS OVER £1000

The Portfolio Holder for Arts and Leisure and Member Champion for Equalities, presented the report. Members were requested to approve that £27,935.45 of irrecoverable arrears be written off. It was added that Revenue Services would make every attempt to recover the debt should this prove possible in the future. The Portfolio Holder for Arts and Leisure remarked that it was disappointing to see businesses ceasing to trade due to the current economic climate.

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Moved by Councillor A.M. Syrett, seconded by Councillor D. McGregor
RESOLVED that approval be given to write off the irrecoverable items including costs amounting to £27,935.45, with the proviso that should any of the debts become collectable the amounts be re-debited.

Reason for Decision: In order that outstanding debts can be written off.

(Head of Finance and Revenues)

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

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

35. ARREARS IRRECOVERABLE – ITEMS OVER £1000 EXEMPT PARAGRAPH 3

The Portfolio Holder for Arts and Leisure and Member Champion for Equalities, presented the report. Members were requested to approve that £6,497.11 of irrecoverable arrears be written off.

Moved by Councillor A.M. Syrett, seconded by Councillor D. McGregor
RESOLVED that approval be given to write off the irrecoverable items including costs amounting to £6,497.11 with the proviso that should any of the debts become collectable, the amounts be re-debited.

Reason for Decision: In order that outstanding debts can be written off.

(Head of Finance and Revenues)

The meeting concluded at 1010 hours.

Committee:	Executive	Agenda Item No.:	5.
Date:	5 th July 2010	Status	Open
Category	3. Part of the Budget and Policy Framework		
Subject:	Compliments, Comments, Complaints and Freedom of Information Requests		
Report by:	Customer Service and Access Officer		
Other Officers Involved	Support Officer		
Director	Chief Executive Officer		
Relevant Portfolio Holder	Councillor D McGregor, Portfolio Holder for Customer Services		

RELEVANT CORPORATE AIMS

CUSTOMER FOCUSED SERVICES – Providing excellent customer focused services

STRATEGIC ORGANISATIONAL DEVELOPMENT – Continually improving our organisation.

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

TARGETS

Local performance indicators for handling written complaints and Ombudsman complaints.

VALUE FOR MONEY

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

THE REPORT

To provide information on the number of compliments, comments, complaints, freedom of information and personal data requests for the period 2nd January 2010 to 31st March 2010 together with a summary for 2009/10.

Compliments

Table A shows the number of written compliments received for the period. In total 48 written compliments were received, representing the highest number received in a quarter for 2009/10. 9 of these compliments were for the Leisure Department, 8 were for helpful staff during the bad weather and 8 were for housing repairs operatives.

Comments

Table B shows the number of written comments received for the period. All 29 comments received, the highest number received in a quarter for 2009/10, were responded to within standard (20 working days). On average it took 14 working days to respond.

Regarding any trends, 3 comments related to dog fouling and 4 comments concerned litter and flytipping.

Table C shows the above information by department.

Complaints

Stage one

Stage one complaints refer to expressions of dissatisfaction made verbally by customers. The table below provides a breakdown of stage one complaints handled by the Contact Centres by service area and volume for the period 02/01/10– 31/03/10:

Stage One Complaints					
Service Area	01/04/09 -30/06/09	01/07/09- 30/09/09	01/10/09- 31/12/09	01/01/10- 31/03/10	Total
Complaints regarding housing repairs e.g. out of time, quality	1	0	7	6	14
Complaints regarding refuse, grounds maintenance, cleansing services e.g. not returning bin to collection point, missed green bin collection	70	75	13	5	163
Missed clinical waste collection	27	20	23	30	100
Missed domestic bin collection	296	228	141	218	883
Missed blue box collection	51	136	123	170	480
Bin not fully emptied	4	0	0	0	4
Total	449	459	307	429	1644

For the same period Contact Centres handled 7,853 requests for service in total.

Stage two

Table D shows the number of stage two or written complaints received for the period by date order. 55 complaints were received, representing the highest number received in a quarter for 2009/10. All of these were responded to within our customer service standard of 20 working days. On average it took 15 working days to respond. Regarding any trends, 12 complaints received were regarding a proposed development at Tibshelf.

Table E shows the above information by department.

Stage three

Table F shows the number of stage three complaints received for the period by date order. These are complainants who have already made a stage two complaint and still feel dissatisfied. During this period 6 stage three complaints were received, 4 or 67% were responded to within standard and 2 were out of time. On average it took 15 working days to respond.

Ombudsman

Table G shows the status of Ombudsman complaints for 2009/10 as of 9th April 2010. During this period 3 complaints were received, all were responded to within the Ombudsman's standard of 28 calendar days. With regards to these complaints, the Ombudsman has recorded their decisions as follows; one of 'local settlement', one of 'no or insufficient evidence of maladministration' and one of 'outside jurisdiction'. We have no outstanding decisions in relation to complaints received during 2009/10.

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

Freedom of Information (FOI)

Table H shows the number of requests for 'freedom of information' for the period by date order. Of the 83 requests received, 82 (99%) were responded to within the government standard of 20 working days

Table I shows the above information by department.

Personal Data requests (DP)

There were 7 requests made within this quarter, all of which have been dealt with promptly. Although the timescale for Data Protection requests is 40 calendar days, requests made under authority from the Police (for the apprehension/ prosecution of offenders etc.) are dealt with swiftly and responses are sent as soon as possible.

Performance

A target of 93% has been set for responding to stage two complaints within 20 working days for 2009/10. For this period 100% was achieved, bringing the overall performance in above target at 98%.

Summary for 2009/10

The following tables provide a summary of performance for compliments, comments, complaints and freedom of information requests for 2009/10.

Volume and Performance

By Type	Quarter 1	Quarter 2	Quarter 3	Quarter 4	2009/10 Total	2008/09 Total	2007/08 Total
Compliments	20	34	27	48	129	105	167
Comments	14	10	11	29	64	40	65
Stage 2 Complaints	19	17	24	55	115	125	122
Stage 3 Complaints	10	2	4	6	22	18	21
Total	63	63	66	138	330	288	375
Stage 1 Complaints	449	459	307	429	1644	2407	2766
FOI Requests	64	82	83	83	312	230	147
By Type							
By Type	Quarter 1	Quarter 2	Quarter 3	Quarter 4	2009/10	2008/09	2007/08
% Comments responded to within standard	100	100	100	100	100	96	93
% Stage 2 responded to within standard	100	94	96	100	98	91	89
% Stage 3 responded to within standard	100	100	100	67	92	90	78
% FOI Requests responded to within standard	100	100	95	99	99	98	92

When comparing 2009/10 to the previous year of 2008/09, the following is noted:

- Received similar volumes of stage two and stage three complaints.
- Received more written comments (+60%), written compliments (+23%) and fewer stage one complaints (-32%).
- Responded to more customer requests within standard - written comments (100%, up 4%), stage two complaints (98%, up 7%), stage three complaints (92%, up 2%) and FOI requests (99%, up 1%).
- Received more FOI requests (+36%).

Customer Feedback

The following changes have been made as a result of customer feedback obtained through comments and complaints:

- Improved fly posting information made available to Customer Advisors to improve advice given and recording of requests.
- Residents will be notified in future when grounds maintenance work starts prior to 7.00 a.m.
- All documents handed in at Meet and Greet to be recorded for reference and a receipt issued to a customer upon request.
- Procedure improved to ensure missed bin reports are acted upon sooner.
- Extra training to be given to Co-ordinators regarding diagnosing damp/condensation.

ISSUES/OPTIONS FOR CONSIDERATION

None

IMPLICATIONS

Financial: - None

Legal: - None

Human Resources: - None

RECOMMENDATION

That the report be received

REASON FOR DECISION TO BE GIVEN IN ACCORDANCE WITH THE CONSTITUTION

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

ATTACHMENTS: **Y**

Table A: Compliments summary for the period 02/01/10 – 31/03/10

Table B: Comments summary for the period 02/01/10 – 31/03/10

Table C: Comments summary by department 2009/10

Table D: Stage two complaints summary for the period 02/01/10 – 31/03/10

Table E: Stage two complaints summary by department 2009/10

Table F: Stage three complaints summary for the period 02/01/10 – 31/03/10

Table G: Ombudsman complaints summary for 2009/10

Table H: Freedom of information summary for the period 02/01/10 – 31/03/10

Table I: Freedom of information summary by department 2009/10

FILE REFERENCE: - N/A

SOURCE DOCUMENT: - N/A

Table A: COMPLIMENTS SUMMARY 02/01/10 – 31/03/10

Date Received	Area	Summary of Compliment	Departments Involved
04/01/10	Whitwell	Thanking Noise Control for dealing with their problem	Environmental Health
06/01/10	Doe Lea	Thanks to depot operatives who cleared all the paths of snow	Street Services
06/01/10	Doe Lea	Thanks to depot operatives for cleaning roads and pavements	Street Services
07/01/10	Shirebrook	Thanks to repairs operative who came to mend shower, very polite, obliging and helpful	Housing
06/01/10	Doe Lea	Thanks to depot operatives for clearing snow from pathways	Street Services
14/01/10	Shirebrook	Praise for repairs operatives	Housing
14/01/10	Clowne	Praise for refuse team for emptying bins despite bad weather	Street Services
14/01/10	Pinxton	Praise for refuse team for emptying bins despite bad weather	Street Services
15/01/10	Pleasley	Big thank you to refuse team for all their hard work during bad weather	Street Services
18/01/10	South Normanton	Thanks to repairs operative who came to fix shower	Housing
22/01/10	Langwith	Thanks to crew who came out to clear dog fouling	Street Services
25/01/10	Bolsover	Thanks from several residents to refuse and cleansing department for good job during bad weather	Street Services
26/01/10	South Normanton	Thanks to care given to himself and other tenants when rang in to report a fire	Housing
28/01/10	Carr Vale	Thanks to team who fitted noise recorder, a door chain and alarms to windows	CAN Rangers Anti-social Behaviour Environmental Health (Noise control services)
01/02/10	Clowne	Thanks to electrician and plumber for their prompt action	Housing
01/02/10	Clowne	Thanks to CAN Rangers for their assistance with joint initiative with Police Officers in Clowne (SNT operation – shed and house burglaries)	CAN Rangers
04/02/10	New Houghton	Thanks to Waste Services Officer for his prompt and friendly service after mix up with his bin delivery	Street Services
09/02/10	Bolsover	Compliment for Wellness Programme	Leisure
10/02/10	Worksop	Thank you and compliment to dog warden service	Environmental Health

Table A: COMPLIMENTS SUMMARY 02/01/10 – 31/03/10

Date Received	Area	Summary of Compliment	Departments Involved
09/02/10	Tibshelf	Thank you to team who cleaned up dog mess outside property	Street Services
11/02/10	Langwith	Compliment for Creswell Leisure Centre, extremely helpful, friendly and polite	Leisure
12/02/10	Upper Langwith	Very courteous, helpful and patient staff helping with paperwork for election of Parish Councillor	Democratic Services
19/02/10	Clowne	Thanks to operatives who came to clean drains, quick, efficient job	Regeneration (Engineers)
19/02/10	Shirebrook	Thanks to operatives who cleaned up dog fouling	Street Services
19/02/10	Clowne	Thanks to operatives who came to clean drains, quick, efficient job	Regeneration (Engineers)
24/02/10	Bramley Vale	Chair exercises at Kissingate – enjoyable and beneficial	Leisure
22/02/10	Barlborough	Highly delighted with emergency repairs service for their swift response	CAN Rangers Housing
04/03/10	Bolsover	Very impressed with chair based exercise at Kissingate Leisure Centre	Leisure
04/03/10	Palterton	Very impressed with chair based exercise at Kissingate Leisure Centre	Leisure
04/03/10	Clowne	Thanks to gas engineer for repairing heating	Housing
05/03/10	Chesterfield	Environmental and Land Based Day - venue, hospitality and welcome were wonderful	Leisure
08/03/10	Unknown	Help given during bad weather	Street Services
09/03/10	Pleasley	Thanks to efficient, swift and courteous service received from Housing Benefits and Street Services	Revenues Street Services
11/03/10	Langwith	Thanks to operatives who came to clean drains, quick, efficient job	Regeneration (Engineers)
12/03/10	Shuttlewood	Thanks to Environmental Contracts Officer for getting a dog bin	Street Services
16/03/10	Whitwell	Thanks to repairs operatives for work carried out	Housing
18/03/10	Alfreton	Thanks to repairs operatives that fitted new bath	Housing
18/03/10	Chesterfield	Praise for the Music Festival	Leisure

Table A: COMPLIMENTS SUMMARY 02/01/10 – 31/03/10

Date Received	Area	Summary of Compliment	Departments Involved
20/03/10	Creswell	Praise for Recovery Officer and all Contact Centre staff at Clowne	Revenues Contact Centre
22/03/10	Netherfield	Atmosphere and staff terrific at Creswell Crags (Sports Relief event)	Leisure
22/03/10	unknown	Appreciation for Glapwell and Palterton burglaries initiative	CAN Rangers
23/03/10	Doe Lea	Very impressed with customer services, received call about dog and litter bins being installed	Contact Centre Street Services
19/03/10	Glebe Junior School	Thanks to Arts Development Officer for hard work regarding Bolsover Choir Competition	Leisure
25/03/10	Tibshelf	Completely satisfied with response and time spent to address complaint	Customer Service and Performance
18/03/10	Bolsover	Thanks to Project Co-ordinator for invaluable work being at the Community House on Castle Estate in Bolsover	Community Services
31/03/10	Westhouses	Thanks to Housing Enforcement Manager and team for help and support given to school with clean-up of Recreation Ground	CAN Rangers
31/03/10	Matlock	Thanks to Food Safety service, training was excellent, very positive feedback	Environmental Health (Commercial)
31/03/10	Shirebrook	Thanks to repairs operatives for excellent workmanship, courtesy and consideration when installing new boiler	Housing

Table B: SUMMARY OF COMMENTS 02/01/10 – 31/03/10

Date Received	Area	Summary of Comment	Departments Involved	Date Response Sent	No of work days	Summary of Response
06/01/10	Doe Lea	Gates have been put up blocking market area	Regeneration	27/01/10	15	Council to request businesses to give access when they are open
14/01/10	Clowne	Further comments about heating system (not a priority for decent homes standard)	Housing	27/01/10	9	Advised not able to provide assistance for boiler but could ask permission to upgrade at own cost
14/01/10	Shuttlewood	Comments about snow and ice not being cleared from Council car park	Regeneration	04/02/10	15	Advised worse conditions in many years. Footpaths, ramps and steps cleared with limited amount of grit available. Putting procedures in place so we are better prepared in future
18/01/10	Whitwell	Comments regarding not being able to get to offices to pay council tax, closing of schools, refuse collection, gritting of roads and lack of grit bin	Street Services DCC	10/02/10	17	Explanation of service disruption due to bad weather and alternative payment methods for council tax. Schools and gritting DCC and Parish responsibility
20/01/10	Clowne	Various comments regarding Disabled Facilities Grant, holding a garden party, bonfires, noise pollution and DIY question	Regeneration Environmental Health Legal (Licensing)	11/02/10	16	Explanation for grant suggest contact Occupational therapist at DCC. Advised of legislation for garden parties, guidelines given for DIY and

Table B: SUMMARY OF COMMENTS 02/01/10 – 31/03/10

Date Received	Area	Summary of Comment	Departments Involved	Date Response Sent	No of work days	Summary of Response
						enclosed leaflets on noise pollution and garden bonfires
28/01/10	Alfreton	Wishes to request music on call centre be changed	Contact Centre	19/02/10	16	Advised cannot change music on existing system because of cost implication. Will consider when renew
04/02/10	Shirebrook	Problem with flooding at Thickley Bank Shirebrook	Housing Regeneration	03/03/10	19	Thickley Bank is not a road but unmade lane. DCC records show that lane is unadopted and BDC records show that it is not owned by us. Advised to check deeds
04/02/10	Clowne	Further comments regarding replacement boiler and the response letter	Housing	03/03/10	19	Advised that complaints procedure has been followed, range of tests carried out and heating adjustments. Nothing more to assist
09/02/10	Newton	Worried about cost of rent and disrepair of property	Revenues Housing	09/03/10	19	Explanation of benefit regulations and work carried out prior to tenancy
11/02/10	South Normanton	Comments on lack of facilities for recycling plastic bottles	Street Services	10/03/10	19	Options for recycling that have been considered but still very expensive. BDC are directed by DCC for disposal of waste. Pursuing further options

Table B: SUMMARY OF COMMENTS 02/01/10 – 31/03/10

Date Received	Area	Summary of Comment	Departments Involved	Date Response Sent	No of work days	Summary of Response
15/02/10	Upper Langwith	Green Bin collection service/ information sheet	Street Services	10/03/10	17	Confirmation that blue box and green bin delivered and placed on Observed Collection list. Assurance operatives will not block driveways
16/02/10	Whaley Thorns	Wants help for mother's housing benefit. Housing Association informed tenant of increase in rent but not BDC	Revenues	15/03/10	19	Circumstances and increase in housing benefit has been applied from date of rent increase
18/02/10	South Normanton	Comment on lack of bins near school	Street Services	17/03/10	19	Explanation on policy and how request will be dealt with
18/02/10	Stoney Houghton	Operative sent to pick up litter informed customer that he would not be doing general litter picking as do not have resources	Street Services	16/03/10	18	Apology for confusion and for enquiry incorrectly assessed. Area is due for general litter pick
25/02/10	Not known	Increase in Council Tax Business rates 09/10	Finance and Revenues	22/03/10	17	Explanation on what money is being spent on, and explanation on business rate and council tax increases
22/02/10	Barlborough	Requesting a refund of £25 for bulky waste collection which was cancelled 2 hours prior to collection	Street Services Contact Centre	17/03/10	17	No refund given as records show made aware of charges

Table B: SUMMARY OF COMMENTS 02/01/10 – 31/03/10

Date Received	Area	Summary of Comment	Departments Involved	Date Response Sent	No of work days	Summary of Response
03/03/10	South Normanton	Blocked drains, rang emergency callout but were told no service as not council property	Regeneration Housing (Central Control)	30/03/10	19	Confirmation that even though property privately owned, sewer team went out to check work had been done by water board (within timescale)
08/03/10	Shirebrook	Garage rent increase	Housing Contact Centre	25/03/10	13	Confirmation that the rent increase is in line with other increases across the council. Discount for people who pay by direct debit reflects lower collection costs. Repair to be done
08/03/2010 and 18/03/10	Shirebrook	Unhappy to pay for a replacement bin	Street Services	30/03/10	16	Explanation of policy. Informed of intent to serve notice
18/03/10	New Houghton	Litter and fly tipping still there	Contact Centre Street Services	29/03/10	7	Confirmed contact centre raised 2 jobs for litter and fly tipping
16/03/10	Whitwell	Dog fouling on Whitwell Recreation Park	Street Services Environmental Health	30/03/10	10	Environmental Health (Dog Warden) visited resident for details
19/03/10	Tibshelf	Comments concerning a planning application submitted for land in Tibshelf	Planning Regeneration	15/04/2010	17	Explanation of planning and regeneration procedures and processes
19/03/10	Newton	Various questions about article in InTouch regarding council tax reduction, recycling, regeneration and leisure	Revenues Street Services Regeneration Leisure Planning	19/04/10	19	All comments addressed by all relevant departments

Table B: SUMMARY OF COMMENTS 02/01/10 – 31/03/10

Date Received	Area	Summary of Comment	Departments Involved	Date Response Sent	No of work days	Summary of Response
19/03/10	Bolsover	Planning proposal to demolish Tarran Bungalows and rebuild in Bolsover	Regeneration Planning	16/04/10	18	Explanation of process
18/03/10	South Normanton	Litter and fly tipping in area	Street Services	16/04/10	19	Part of area cleared, rest booked in for week commencing 19/04/10
29/03/10	Bolsover	Park subject to dog fouling, cost of survey that was sent out, results, suggestions for bottle bank	Planning Community Services Street Services Environmental Health	27/04/10	19	CAN Rangers to put this on patrol. Explanation on location of dog bins in parks, possibly more development of area in future. Explanation of Green Space Strategy and provision of bottle and can banks
30/03/10	South Normanton	Dog mess and litter around South Normanton	Street Services Environmental Health	27/04/10	18	Litter picking and dog fouling been undertaken and being monitored
31/03/10	Barlborough	Cleanliness of ladies changing rooms at Creswell Leisure Centre	Leisure	23/04/10	15	Apology and explanation why they cannot be monitored constantly
30/03/10	Blackwell	Garage rent increase	Housing	15/04/10	13	Explanation of charge

Table C: Comments Summary by Department 2009/10

Department/Section	01/04/09 – 30/06/09			01/07/09 – 30/09/09			01/10/09 – 31/12/09			02/01/10 – 31/03/10			Total		
	No. of Comments	No. Responded to in time	No. responded to out of time	No. of Comments	No. Responded to in time	No. responded to out of time	No. of Comments	No. Responded to in time	No. responded to out of time	No. of Comments	No. Responded to in time	No. responded to out of time	No. of Comments	No. Responded to in time	No. responded to out of time
Contact Centres	1	1								4	4		5	5	
Customer Service & Performance															
Community Services	1	1					1	1		1	1		3	3	
Environmental Health	2	2								3	3		5	5	
Street Services	9	9		7	7		8	8		12	12		36	36	
Housing	3	3		2	2		4	4		7	7		16	16	
Legal							1	1		1	1		2	2	
Leisure	1	1		1	1					2	2		4	4	
Planning	1	1								3	3		4	4	
Regeneration										7	7		7	7	
Revenues	3	3					1	1		4	4		8	8	
Totals	21	21		10	10		15	15		44	44		90	90	

Table D: Summary of Stage Two Complaints 02/01/10 – 31/03/10

Date Received	Area	Summary of Complaint	Departments Involved	Date Response Sent	No of work days	Remedy
04/01/10	Creswell	Repairs not being done, poor workmanship to windows. Messages not being passed on	Housing Contact Centre	25/01/10	15	Appointment made (Yorkshire Windows and Bolsover District Council) to discuss problems
04/01/10	Glapwell	Not able to speak to someone in Housing (Rents) but eventually did, then had to queue to pay council tax, only one till open	Contact Centre Revenues	29/01/10	19	Apology sent for length of time waited as all available staff were dealing with calls relating to the weather conditions. No additional resources available, advised of alternative payment methods
08/01/10	Barlborough	Rang in to check on bin collection, staff member talking to someone else. Could not understand suspension of services	Contact Centre Street Services	01/02/10	16	Apology for any upset caused by call to Contact Centre and assurance advisors undergo customer care training, also explained decision to suspend refuse collection due to bad weather
11/01/10	Unknown	Complaint about comments not being uploaded onto the planning portal and had no confirmation of e-mail to Development Control	Planning	04/02/10	18	Apology for lack of service and reiteration of our usual quick service of posting information onto web
11/01/10	Shirebrook	Spoke to various officers about structural damage to interior walls of a leasehold property from July 2008 but	Regeneration Housing	05/02/10	19	Apologies for unacceptable delays experienced. A nominated Officer to liaise direct with complainant before end of

Table D: Summary of Stage Two Complaints 02/01/10 – 31/03/10

Date Received	Area	Summary of Complaint	Departments Involved	Date Response Sent	No of work days	Remedy
		not had an answer				February
11/01/10	Bolsover	Inaction regarding a neighbour's anti-social behaviour, intimidation, noise nuisance, loud music and barking dog	Environmental Health	08/02/10	20	Explanation of actions taken by department so far and that no further action can be taken as they are not resident at the property
14/01/10	Whitwell	Waste removal service and treatment by Customer Advisor	Street Services Contact Centre	10/02/10	19	Explanation of reduced collection service due to adverse weather conditions and apology
18/01/10	Barlborough	Assisted collection service not collected when told it would be and paid someone to take excess waste	Street Services	10/02/10	17	Explanation about missed collections due to adverse weather and apology that collection was missed
20/01/10	Langwith	Overdue council tax had been paid, replacement bin and lid not received and missed refuse collection	Revenues & Finance Street Services	11/02/10	16	Explanation for missed bin collection, new bin delivered 20/01/10 and confirmation that council tax payment made on 13/01/10
20/01/10	Shirebrook	Letter from Housing Department stating doors will not be replaced and no heating in hallway installed	Housing	11/02/10	16	Reiterated that the front door is in good condition and another radiator would be extra to the housing stock standard, suggested they fit one subject to written permission

Table D: Summary of Stage Two Complaints 02/01/10 – 31/03/10

Date Received	Area	Summary of Complaint	Departments Involved	Date Response Sent	No of work days	Remedy
20/01/10	Ravenshead	Response times for answering telephone calls and why we do not recycle cardboard and plastic	Contact Centre Street Services	11/02/10	16	Apologies from Customer Contact Manager for length of time waiting on phone. Explanation from Street Services for recycling, they are investigating a number of options
21/01/10	Mansfield	Appealing against decision regarding cancellation of Housing Benefit	Revenues & Finance	17/02/10	19	Breakdown of correspondence sent and received, apology for letter that was misleading. Assurance that officers have been given further guidance re notification letters. Request for appeal currently being dealt with
25/01/10	Langwith	Not happy with repairs to their property, damp and mildew from badly fitted doors and windows	Housing	17/02/10	17	Explanation of how problem is caused through condensation and not water ingress, given advice on reducing condensation
25/01/10	South Normanton	Unhappy with recycling and missed bin collections and treatment by Customer Advisor	Contact Centre Street Services	18/02/10	18	Explanations of reduced collection service due to adverse weather conditions and apology
27/01/10	Creswell	Resident's small garden decorative wall collapsed. Advised she would have to pay to have it repaired/ replaced	Housing	18/02/10	16	Sent out Repairs handbook which reiterates decorative walls are responsibility of tenant

Table D: Summary of Stage Two Complaints 02/01/10 – 31/03/10

Date Received	Area	Summary of Complaint	Departments Involved	Date Response Sent	No of work days	Remedy
26/01/10	Bolsover	Complaints concerning alcohol abuse, Craggs Road area, dog fouling, Houfton Road, Craggs Road area and anti-social behaviour	Environmental Health Street Services Community Services	19/02/10	18	Explanation of what Council can do with regard to problems
27/01/10	Pleasley	Planning failed to send notification regarding revisions to planning applications on more than one occasion	Planning	19/02/10	17	Explanation of Planning regulations
28/01/10	South Normanton	Expressing concern over outline planning consent on land between Ball Hill, Corn Close and the M1 motorway, South Normanton	Planning	25/02/10	20	Explanation of Planning procedures
28/01/10	Bolsover	Complaint about boundary hedge being cut by council, neighbours are council on assisted garden maintenance scheme, resident owns boundary - loss of privacy	Street Services	24/02/10	19	Apology for any upset this may have caused, explanation that a different team had cut the hedge. Future teams have been instructed to only cut back, sides and top on council tenant's only
29/01/10	Clowne	Problem with leaking roof which had stained carpet and ceiling	Housing	26/02/10	20	Explanation of events - referred to Council's Insurers
29/01/10	Clowne	Request for CAN Rangers to pick up flytipping, which was not done. Contact Centre	Community Services Contact Centre	25/02/10	19	Apology for delay in picking the waste up, explanation that Contact Centre Manager had

Table D: Summary of Stage Two Complaints 02/01/10 – 31/03/10

Date Received	Area	Summary of Complaint	Departments Involved	Date Response Sent	No of work days	Remedy
		Manager didn't contact as promised				tried to ring several times - no response and no answer phone
03/02/10	South Normanton	Mother on behalf of son, thinks given incorrect advice on housing benefit which has caused arrears. Wants debt written off	Revenues & Finance Contact Centre	01/03/10	18	Explanation of criteria for housing benefit being paid on two properties and advice regarding data protection authorisation needed
08/02/10	Pinxton	Incorrect information regarding rent	Housing	01/03/10	15	Explanation of rent reduction and housing benefit awarded
08/02/10	Clowne	Complaint about hedge being cut	Street Services	04/03/10	18	Apologies for any misunderstanding. Future teams have been instructed
05/02/10	Langwith	Complaint about blue box not being collected on 2 or more occasions	Street Services	01/03/10	17	Apology and monitoring arrangements put into place
15/02/10	Clowne	Complaint regarding mother receiving a bill for unpaid rent from 18 months ago and received no letter of explanation	Revenues & Finance Housing	04/03/10	13	Data Protection Authorisation received from mother for son to act on her behalf. Apology for length of time taken, explanation given for rent charged
18/02/10	Tibshelf	Time taken to put call through to Revenues regarding benefit query	Revenues & Finance Contact Centre	15/03/10	17	Apologies for any upset caused. Contact Centre Manager had tried to contact but number unobtainable

Table D: Summary of Stage Two Complaints 02/01/10 – 31/03/10

Date Received	Area	Summary of Complaint	Departments Involved	Date Response Sent	No of work days	Remedy
19/02/10	Tibshelf	Planning web-site down, not able to contact staff, questions not answered	Regeneration Planning	16/03/10	17	Apologies for website failure and administrative error. Explanation on difference between Planning and Regeneration procedures
18/02/10	Bolsover	Arrived at Bolsover for a meeting, no-one was there to meet them, felt they were being ignored	Contact Centre	10/03/10	14	Apology and explanation why there was a delay in opening front doors due to a customer emergency
22/02/10	Bolsover	Council property being used as a storage space for improvement work, causing noise and increased traffic	Housing	17/03/10	17	Confirmation of visits and apology given. Outlined what had been previously discussed, confirming that noise had improved and no further contact required
22/02/10	Mansfield	Trade waste bin blown into complainant's car – Council Insurers denied liability	Street Services Revenues & Finance	22/03/10	20	Confirmation that no compensation payable, due to Council not being negligible
22/02/10	Derby	Father-in-law received visit from bailiffs for overdue council tax after selling their property to resident, they had already notified BDC of change of ownership	Revenues & Finance	18/03/10	18	Given breakdown of events and apology. Error made by Land Registry Office
02/03/10	Tibshelf	Proposed Housing Development adjacent to Overmoor View, Tibshelf. Comments on letter of	Planning Regeneration	29/03/10	19	Explanation of how the Officer's comments had been incorrectly used. Developer has apologised. Explanation of Planning and

Table D: Summary of Stage Two Complaints 02/01/10 – 31/03/10

Date Received	Area	Summary of Complaint	Departments Involved	Date Response Sent	No of work days	Remedy
		support. Requested copy of minutes which supports statement in the communication				Regeneration procedures
03/03/10	Mansfield	Received tax summons, sent letter to show non liability, wife received notice of nil charges but had visit from bailiff. Police involved. Land Registry documents were produced and advised matter would be rectified, then received notice of intended seizure of goods	Revenues & Finance	31/03/10	20	Apology and explanation as to why correct owner was not known to council
01/03/10	Bolsover	Complaint enquiry regarding window repair and why it took so long	CSPD	02/03/10	1	Confirmed visit by contractors who were experiencing problems accessing the property
09/03/10	New Houghton	Various repair problems	Regeneration	24/03/10	11	Confirmed work completed within specification
12/03/10	Pinxton	Delay in decision for Housing and Council Tax benefits	Revenues & Finance	07/04/10	16	Explanation of benefit assessment process and apology for slight delay in decision
08/03/10	South Normanton	Further comments from Mother on behalf of son, thinks given incorrect advice on housing benefit which has caused arrears. Wants debt	Revenues & Finance Housing CSPD	07/04/10	20	Explanation of process

Table D: Summary of Stage Two Complaints 02/01/10 – 31/03/10

Date Received	Area	Summary of Complaint	Departments Involved	Date Response Sent	No of work days	Remedy
		written off				
16/03/10	Bolsover	Complaint regarding council tax (change in circumstances) leading to a charge on the account but received no correspondence to explain	Revenues & Finance Contact Centre	15/04/10	20	Explanation of council tax procedure
16/03/10	Tibshelf	Proposed Housing Development adjacent to Overmoor View, Tibshelf. Comments on letter of support	Planning Regeneration	25/03/10	7	Explanation of how the Officer's comments had been incorrectly used. Developer has apologised. Explanation of Planning and Regeneration procedures
16/03/10	Tibshelf	Proposed Housing Development adjacent to Overmoor View, Tibshelf. Comments on letter of support	Planning Regeneration	25/03/10	7	Explanation of how the Officer's comments had been incorrectly used. Developer has apologised. Explanation of Planning and Regeneration procedures
16/03/10	Tibshelf	Proposed Housing Development adjacent to Overmoor View, Tibshelf. Comments on letter of support	Planning Regeneration	25/03/10	7	Explanation of how the Officer's comments had been incorrectly used. Developer has apologised. Explanation of Planning and Regeneration procedures
17/03/10	Tibshelf	Proposed Housing Development adjacent to Overmoor View, Tibshelf. Comments on letter of	Planning Regeneration	15/04/10	19	Explanation of how the Officer's comments had been incorrectly used. Developer has apologised. Explanation of Planning and

Table D: Summary of Stage Two Complaints 02/01/10 – 31/03/10

Date Received	Area	Summary of Complaint	Departments Involved	Date Response Sent	No of work days	Remedy
		support.				Regeneration procedures
17/03/10	Tibshelf	Proposed Housing Development adjacent to Overmoor View, Tibshelf. Comments on letter of support	Planning Regeneration	15/04/10	19	Explanation of how the Officer's comments had been incorrectly used. Developer has apologised. Explanation of Planning and Regeneration procedures
18/03/10	Bolsover	Council property being used as a storage space for improvement work, causing noise and increased traffic	Environmental Health Housing	29/03/10	7	Explanation of decision to use property as storage
18/03/10	Clowne	Follow up to request for a replacement boiler	Housing	22/03/10	2	Re-iterated advice given on 3.3.10
19/03/10	Whitwell	Taken to court by BDC for rent arrears, an amount should have been deducted due to bankruptcy last November - wants accurate statement and for deduction to be acknowledged	Housing	19/04/10	19	Accepted to remove arrears in relation to bankruptcy as Council cannot take legal action to recover this debt however still on account as may still consider possession action
19/03/10	Mansfield	Follow up comments about visit from bailiffs for overdue council tax after selling their property to resident, wants apology	Revenues & Finance	30/03/10	7	No apology given as not doing a search did not account for delay, lack of information provided from complainant did

Table D: Summary of Stage Two Complaints 02/01/10 – 31/03/10

Date Received	Area	Summary of Complaint	Departments Involved	Date Response Sent	No of work days	Remedy
23/03/10	South Normanton	Complaint about interview with Housing Needs Officer	Housing	21/04/10	19	Gave explanation of position ex-partner had put them in regarding housing status, confirmation that they can stay in property
23/03/10	Tibshelf	Objection to planning application by Westleigh Developments for site off Overmoor View	Regeneration Planning	19/04/10	17	Explanation of how the Officer's comments had been incorrectly used. Developer has apologised. Explanation of Planning and Regeneration procedures
23/03/10	Rainworth	Querying shortfall in benefit payments for mother and not receiving notification	Revenues & Finance	19/04/10	17	Apology from Revenues for the tone of the letter however information correct
23/03/10	Tibshelf	Objection to planning application by Westleigh Developments for site off Overmoor View	Planning Regeneration	21/04/10	19	Explanation of how the Officer's comments had been incorrectly used. Developer has apologised. Explanation of Planning and Regeneration procedures
25/03/10	Tibshelf	Follow up complaint re handling of planning application	Planning Housing Regeneration ICT	28/04/10	20	Courtesy letter after departments had advised
30/03/10	Tibshelf	Objection to planning application by Westleigh Developments for site off Overmoor View	Planning Regeneration	21/04/10	14	Advised that application has been withdrawn and explanation of comments re Kickstart

Table D: Summary of Stage Two Complaints 02/01/10 – 31/03/10

Date Received	Area	Summary of Complaint	Departments Involved	Date Response Sent	No of work days	Remedy
30/03/10	Tibshelf	Objection to planning application by Westleigh Developments for site off Overmoor View	Planning Regeneration	23/04/10	16	Advised that application has been withdrawn and explanation of comments re Kickstart

Table E - Complaints (Stage 2) Summary by Department 2009/10

Department/Section	01/04/09 – 30/06/09			01/07/09 – 30/09/09			01/10/09- 31/12/09			02/01/10 – 31/03/10			Total 2009/10		
	No. of Complaints	No. Responded to in time	No. responded to out of time	No. of Complaints	No. Responded to in time	No. responded to out of time	No. of Complaints	No. Responded to in time	No. responded to out of time	No. of Complaints	No. Responded to in time	No. responded to out of time	No. of Complaints	No. Responded to in time	No. responded to out of time
Contact Centres	4	4					3	3		10	10		17	17	
Customer Service & Performance										2	2		2	2	
Community Services	1	1								2	2		3	3	
Environmental Health	3	3					1	1		3	3		7	7	
Street Services	4	4		2	2		3	3		11	11		20	20	
Finance															
Housing	4	4		9	8	1	10	9	1	15	15		38	36	2
HR				1	1								1	1	
ICT				1	1					1	1		2	2	
Legal				1	1		1	1					2	2	
Leisure															
Planning	2	2		1	1		1	1		14	14		18	18	
Regeneration							3	3		13	13		16	16	
Revenues & Finance (from 01/10/09)	5	5		5	5		3	3		15	15		28	28	
Totals	23	23		20	19	1	25	24	1	86	86		154	152	2

Table F: Summary of Stage Three Complaints 01/10/09 – 31/12/09

Date Received	Area	Summary of Complaint	Departments Involved	Date Response Sent	No of work days	Remedy
12/01/2010	Whitwell	Further issues to Stage 2 complaint, requires plastering on stairs and new doors	Housing	08/02/10	19	Explanation of work carried out and why delays occurred (priority work carried out due to freezing conditions)
26/01/2010	Bolsover	Overgrown Leylandii hedge on neighbour's garden. Neighbour a Council tenant. Frustrated by lack of action by Council and High Hedge cost	Housing	23/02/10	20	Explanation that the Housing department will encourage neighbour to keep hedge down and advised to liaise with neighbour or go down High Hedge enforcement route
22/02/2010	Langwith Junction	Further to Stage Two, still unhappy with repairs to their property, damp and mildew from badly fitted doors and windows	Housing	19/03/10	19	Reiterated that condensation is forming due to drying washing indoors. Repairs Manager to visit as a gesture of goodwill
05/03/2010	Bolsover	Dissatisfied with outcome of (contracted) repairs to kitchen window	Housing and CSPD	11/03/10	4	Officers from both departments visited to discuss outstanding concerns, reassured kitchen window secure, ordered extractor fan for kitchen and enclosed specific requirements form
30/03/2010	Shirebrook	Not prepared to replace bin at own cost unless collected from within curtilage of property	Street Services	04/05/10	22	Re-iterated advice on policy and Environmental Protection Act. Extension of time given (to allow for Bank Holiday) if not reached agreement before serving a notice

Table F: Summary of Stage Three Complaints 01/10/09 – 31/12/09

Date Received	Area	Summary of Complaint	Departments Involved	Date Response Sent	No of work days	Remedy
30/03/2010	Rainworth	Dissatisfied with explanation that Council had not acted negligently when trade bin ran into car	Street Services	04/05/10	22	Advised that Insurer's had concluded their investigation but would consider anything new. Nothing further to add from Council perspective

Table G: Summary of Ombudsman Complaints 2009/10

Date Received	Area	LGO's Summary of Complaint	Departments Involved	Date Response sent	No. of Calendar Days	Date Decision Letter Received	Ombudsman's Decision
19/05/09	Whitwell	In 2007 the Council refused to install gas to allow for a gas cooker and subsequently undertook work to replace the existing heating system in the property with an alternative system without proper consideration of personal preferences. Furthermore, the Council has failed to make any allowance for the damage to the living room carpet and internal decoration as a result of the renovations	Housing	16/06/2009	27	07/07/09	No or insufficient evidence of maladministration

Table G: Summary of Ombudsman Complaints 2009/10

Date Received	Area	LGO's Summary of Complaint	Departments Involved	Date Response sent	No. of Calendar Days	Date Decision Letter Received	Ombudsman's Decision
09/06/09	Creswell	The Council delayed dealing with antisocial behaviour from neighbours and allowed confidential diary sheets to be passed to the alleged perpetrators, which resulted in being attacked. Also feels that the Council should have provided him with alternative safe accommodation whilst it investigated his allegations of antisocial behaviour	Housing	03/07/09	24	18/09/09	Local settlement - £200 (injustice of having an unnecessary confrontation with the perpetrator)
24/06/09	Clowne	Informal complaint – Received a notice to quit (private rented accommodation) and the Council would not help	Housing	06/07/09	12	27/07/09	No or insufficient evidence of maladministration
25/06/09	Clowne	The Council removed most of the pebble dash coating to the property last year and has not returned to replace it. Complained before about the appearance of the property but has received no response	Housing	22/07/09	27	03/08/09	No or insufficient evidence of maladministration

Table G: Summary of Ombudsman Complaints 2009/10

Date Received	Area	LGO's Summary of Complaint	Departments Involved	Date Response sent	No. of Calendar Days	Date Decision Letter Received	Ombudsman's Decision
20/07/09	Mansfield	Planning Department failed to inform them about a covenant on their land when applying for planning permission. Also that the Council wanted too high a price to release that covenant and delayed in dealing with the matter	Planning			20/07/09	Decision reached without making enquiries of the Council - No evidence of maladministration
18/08/09	Pinxton	That the Council has failed to take appropriate action in response to complainant's reports of untidy gardens at 106 and 108 Wharf Road	Environmental Health	02/09/09	10	13/11/09	No or insufficient evidence of maladministration
12/01/10	Glapwell	Informal complaint – Not happy with timescale for replacing daughter's door	Housing	28/01/10	16	09/04/10	Local settlement (door was fitted 01/02/10)
18/01/10	Shuttlewood	Informal complaint – Not happy with the new steel steps (external staircase) which replaced the wooden ones	Housing	01/02/2010 and 24/02/10	10	26/03/10	No or insufficient evidence of maladministration
19/01/10	Bolsover	Regarding damage when bathroom was refurbished and poor quality of workmanship	Housing	29/10/10	10	08/03/10	Outside jurisdiction (as being dealt with by Council's Insurers)

Table H - Summary of FOI Requests 02/01/10 – 31/03/10

Date Received	Ref Number	Summary of FOI	Departments Involved	Date Response Sent	No of work days	Information released
04/01/10	444/0910	How many allotment sites in Bolsover	Environmental Health	07/01/2010	3	Yes
04/01/10	445/0910	The name, frequency and distribution/circulation of Council's newspaper or magazine	CSPD	07/01/2010	3	Partially - some information provided, some not held
04/01/10	446/0910	Has Council paid for advice relating to information access legislation such as FOI, Data Protection Act and Environmental Information Regulations	CSPD	26/01/2010	16	No - No information held
04/01/10	447/0910	List of all Private Hire Vehicles registered with Council within last 5 or 3 years to show make, model, colour, registration and chassis numbers etc	Legal	26/01/2010	16	Partially - some information provided, some not held
05/01/10	448/0910	Information relating to staff team building etc	HR & Payroll	07/01/2010	2	No - No information held
11/01/10	449/0910	The number of domestic/residential properties & units which fall within any conservation area	Planning	04/02/2010	18	No – not held in this format
11/01/10	450/0910	Information regarding Procurement Officer, full job title, contact details etc	Procurement	11/01/2010	0	No exempt - web link given
12/01/10	451/0910	Provide highest weekly and or monthly benefit claim currently being met by the Council plus various questions	Revenues & Finance	04/02/2010	17	Partially- some information provided, some not held

Table H - Summary of FOI Requests 02/01/10 – 31/03/10

Date Received	Ref Number	Summary of FOI	Departments Involved	Date Response Sent	No of work days	Information released
13/01/10	452/0910	Number of times the Council has used the Proceeds of Crime Act since the Act was extended on November 2nd 2009	Revenues & Finance	03/02/2010	15	No - No information held
13/01/10	453/0910	Are Council making use of Audit Tool under Social Services responsibilities	FWD TO DCC	14/01/2010	1	Transferred to DCC
15/01/10	454/0910	What percentage of the Electoral Roll was carried forward from the 2008 Full Electoral Roll to the 2009 Full Roll	Democratic Services	05/02/2010	15	Yes
15/01/10	455/0910	Integration of Youth support services and the impact on Youth Service and Youth Workers within Authority	FWD TO DCC	15/01/2010	0	Transferred to DCC
15/01/10	456/0910	How many cases was a staff member the subject of either an application for directed surveillance or the acquisition of communications data	Legal Environmental Health Regeneration Planning Housing Community Services	10/02/2010	18	No - No information held
18/01/10	457/0910	Do we have a nominated person responsible for dealing with Freedom of Information requests and if so what is their job title	CSPD	11/02/2010	18	Yes
19/01/10	458/0910	Information on any prosecutions by the Council for dog fouling within the Whitwell Parish	Environmental Health	11/02/2010	17	No - No information held

Table H - Summary of FOI Requests 02/01/10 – 31/03/10

Date Received	Ref Number	Summary of FOI	Departments Involved	Date Response Sent	No of work days	Information released
19/01/10	459/0910	Information on road works carried out by Council in 2008 to 2009	FWD TO DCC	20/01/2010	1	Transferred to DCC
21/01/10	460/0910	Provide statistics on how many commercial dog breeders we licence under the Breeding and Sale of Dogs (Welfare) Act	Environmental Health	16/02/2010	18	Yes
25/01/10	461/0910	Full addresses and rateable values of empty commercial properties within Bolsover area, the dates they became empty and name of account holder/owner	Revenues & Finance	16/02/2010	16	Yes
26/01/10	462/0910	Procedures in place for the implementation of Traffic Schemes	FWD TO DCC	26/01/2010	0	Transferred to DCC
26/01/10	463/0910	Council's use of microchips in residents rubbish bins i.e. weekly/fortnightly collections etc	Street Services	18/02/2010	17	Partially- some information provided, some not held
26/01/10	464/0910	Total number of Council Employees and total operating costs/ various other questions on IT	ICT HR & Payroll Revenues & Finance	16/02/2010	15	Partially- some information provided, some not held
27/01/10	465/0910	How many employees on payroll/ outsourced services	HR & Payroll	24/02/2010	20	Partially- some information provided, some not held
27/01/10	466/0910	Number of children who have been victims of serious offences after they have gone into foster	FWD TO DCC	28/01/2010	1	Transferred to DCC

Table H - Summary of FOI Requests 02/01/10 – 31/03/10

Date Received	Ref Number	Summary of FOI	Departments Involved	Date Response Sent	No of work days	Information released
		care				
27/01/10	467/0910	Smartcard in place in the Council	Revenues & Finance	18/02/2010	16	Partially- some information provided, some not held
27/01/10	468/0910	Provide a list of the names of all the new streets/avenues/roads etc created within your council area in the last ten years	Regeneration	18/02/2010	16	Yes
27/01/10	469/0910	List of all suppliers for financial year 2008-2009 on catering services and where possible the amount of money spent with each supplier during this financial year	Revenues & Finance Regeneration	19/02/2010	17	Yes
28/01/10	470/0910	Premises inspected in respect of smoking ban in all enclosed public places and enclosed work places in each of last three financial years	Environmental Health	24/02/2010	19	Partially- some information provided, some not held
28/01/10	471/0910	Smartcards in place at the moment and various questions	Revenues & Finance	18/02/2010	15	Partially- some information provided, some not held
28/01/10	472/0910	Details of the body (within the council or external) which oversees remuneration/ compensation packages for higher level staff	HR & Payroll	25/02/2010	20	Partially- some information provided, some not held

Table H - Summary of FOI Requests 02/01/10 – 31/03/10

Date Received	Ref Number	Summary of FOI	Departments Involved	Date Response Sent	No of work days	Information released
29/01/10	473/0910	Number of licensed betting offices within the district i.e. names and addresses and outstanding licence applications	Legal	25/02/2010	19	Partially- some information provided, some not held
02/02/10	474/0910	Information relating to disciplinary actions for each financial year from 2006/7 to the present	HR & Payroll	02/03/2010	20	Partially- some information provided, some not held
03/02/10	475/0910	Details of any hospitality received by the Chief Executive and Leader of the Council covering the time period of the last three years	Chief Executive Office	03/03/2010	16	Yes
04/02/10	476/0910	Pay scale GIS staff	HR & Payroll	04/03/2010	19	Partially - some information provided, some not held
08/02/10	477/0910	How many licensed Hackney Carriage and Private Hire Drivers currently licensed and how many in June 2009	Legal	09/02/2010 05/03/2010	19	Yes
09/02/10	478/0910	Council key contacts	CSPD	10/02/2010	1	No exempt - web link given
10/02/10	479/0910	Information on basic salary package of Chief Executive, Leader and Heads of Service/ Directorate/ Department for financial years 2009/10 and 2004/05	HR & Payroll	10/03/2010	20	Partially - some information provided, some not held

Table H - Summary of FOI Requests 02/01/10 – 31/03/10

Date Received	Ref Number	Summary of FOI	Departments Involved	Date Response Sent	No of work days	Information released
11/02/10	480/0910	Which of the elements in the Council's current Constitution are statutory	Democratic Services	24/02/2010	9	No exempt - web link given
15/02/10	481/0910	Number of hits and unique users to Council's website for the last 12 months	CSPD ICT HR & Payroll	15/03/2010	20	Partially - some information provided, some not held
16/02/10	482/0910	External website support services used or commissioned by Council	CSPD ICT	15/03/2010	19	No - no information held
17/02/10	483/0910	Are there circuit breakers and residual current devices on the Council's intercom system	Housing	17/03/2010	20	Partially - some information provided, some not held
16/02/10	484/0910	Information regarding sex offenders working in schools	FWD TO DCC	17/02/2010	1	Transferred to DCC
16/02/10	485/0910	The number of people employed by Council whose salary is £100,000 and salary range of highest band	HR & Payroll	15/03/2010	19	Partially - some information provided, some not held
16/02/10	486/0910	Information released to Treasury Solicitor relating to persons dying with no known next of kin from 18th December 2009 to present	Environmental Health	15/03/2010	19	Yes
18/02/10	487/0910	Information when dealing with council tax arrears which debt collecting companies do we use	Revenues & Finance	16/03/2010	18	Yes

Table H - Summary of FOI Requests 02/01/10 – 31/03/10

Date Received	Ref Number	Summary of FOI	Departments Involved	Date Response Sent	No of work days	Information released
19/02/10	488/0910	Contact name for Chief Executive and I.T. Manager	CSPD	24/02/2010	3	No exempt - web link given
24/02/10	489/0910	Information on treatment of staff, training and development, appraisals and communication to staff	HR & Payroll	23/03/2010	19	Yes
26/02/10	490/0910	Land Charges information	Legal	24/03/2010	18	No - no information held
25/02/10	491/0910	Schools information	Transferred DCC	26/02/2010	1	Transferred to DCC
26/02/10	492/0910	Information on liability orders	Revenues & Finance	24/03/2010	18	Yes
26/02/10	493/0910	Total income collected from fines relating to littering/ waste/ recycling and other for the last three recorded years	Environmental Health Street Services Legal	25/03/2010	19	Partially - some information provided, some not held
01/03/10	494/0910	Accrued NNDR credit balances	Revenues & Finance	25/03/2010	18	Yes
01/03/10	495/0910	Credit surcharges applied for last 3 recorded years for payments made to the Council	Revenues & Finance	26/03/2010	19	No - no information held
01/03/10	496/0910	Information on non-geographical phone numbers	ICT	25/03/2010	18	No - no information held

Table H - Summary of FOI Requests 02/01/10 – 31/03/10

Date Received	Ref Number	Summary of FOI	Departments Involved	Date Response Sent	No of work days	Information released
03/03/10	497/0910	Information relating to IT Department	ICT	26/03/2010	17	Partially - some information provided, some exempt
03/03/10	498/0910	Total cost of producing free sheet in each of last five years	CSPD	29/03/2010	18	Partially- some information provided, some not held
04/03/10	499/0910	The number of complaints received from employees or members of the public about haunted buildings	Regeneration Housing	29/03/2010	17	No - no information held
04/03/10	500/0910	Information regarding Regulation of Investigatory Powers Act 2000	Legal	30/03/2010	18	Partially - some information provided and some exempt – web links given
08/03/10	501/0910	Children in care	Transferred DCC	08/03/2010	0	Transferred to DCC
08/03/10	502/0910	Information re Councillors gifts or hospitality above £25 received from 2005 to date	Legal	30/03/2010	16	Exempt - web links given
08/03/10	503/0910	Name of current Grounds Maintenance Service provider, Arboricultural Service provider, contract description	Street Services	01/04/2010	18	No - no information held
08/03/10	504/0910	Safeguarding children	Transferred DCC	08/03/2010	0	Transferred to DCC

Table H - Summary of FOI Requests 02/01/10 – 31/03/10

Date Received	Ref Number	Summary of FOI	Departments Involved	Date Response Sent	No of work days	Information released
09/03/10	505/0910	Identify private individual or private firm who own the largest number of houses currently being occupied by housing benefit claimants	Revenues & Finance	07/04/2010	19	No - exceeds cost ceiling
11/03/10	506/0910	Information on the cost to the Council for Head of Leisure to attend an evening meeting	CSPD Leisure	24/03/2010	9	No - no information held (as attended in his own time/ at his own expense)
12/03/10	507/0910	Request in relation to foreign trips and foreign based employees	HR & Payroll CSPD	12/04/2010	19	No - no information held
15/03/10	508/0910	Number of moving and stationary traffic penalties issued by local authority	FWD TO DCC	16/03/2010	1	Transferred to DCC
15/03/10	509/0910	Accrued NNDR credit balances	Revenues & Finance	12/04/2010	18	Yes
16/03/10	510/0910	How much is paid in council tax from the community of Palterton to Scarcliffe Parish Council for the year 2009/10	Revenues & Finance	14/04/2010	19	No - No information held
16/03/10	511/0910	Total amount gross spent by authority on communications and media relations in the financial years 2008/09 and 2003/04 plus various other questions	CSPD	15/04/2010	20	Partially - some information provided, some not held
17/03/10	512/0910	Total number of staff in each dept with separate figures for financial years 2006/7, 2007/8, 2008/9, 2009/10	HR & Payroll	16/04/2010	20	Partially - some information provided, some

Table H - Summary of FOI Requests 02/01/10 – 31/03/10

Date Received	Ref Number	Summary of FOI	Departments Involved	Date Response Sent	No of work days	Information released
						not held
17/03/10	513/0910	Names and job titles of any person working in schools which come under our authority	FWD TO DCC	18/03/2010	1	Transferred to DCC
17/03/10	514/0910	Use of RIPA Powers by local authorities, i.e. number of people authorised	Legal	16/04/2010 and 27/04/10	20	Partially - some information provided
17/03/10	515/0910	Proportion of Council Tax that has been paid to Council by Direct Debit during 2009/10 financial year	Revenues & Finance	14/04/2010	18	Yes
17/03/10	516/0910	HMO Licensing scheme charges, administer charges, licences applied for etc	Housing Regeneration	14/04/2010	18	Partially - some information provided, some not held
17/03/10	517/0910	Various questions on disabled travel passes issued by local authority in the period April 1st 2008 to March 31st 2009	Revenues & Finance	14/04/2010	18	Yes
22/03/10	518/0910	Whether the Authority currently accept an address outside of the geographical district on a Private Hire Operator Licence	Legal	16/04/2010	16	Yes
24/03/10	519/0910	Release amount paid to a) Society of Local Authority Chief Executives (Solace) and b) Solace Enterprises in each of the last five financial years	Revenues & Finance	20/04/2010	17	Partially – some information provided, some not held

Table H - Summary of FOI Requests 02/01/10 – 31/03/10

Date Received	Ref Number	Summary of FOI	Departments Involved	Date Response Sent	No of work days	Information released
25/03/10	520/0910	How many applications received for the of Head of Planning/Environmental Health	HR & Payroll	20/04/2010	16	Yes
29/03/10	521/0910	For years 2005/06 2006/7 2007/8 2008/9 200/10 to date how many planning applications were determined by local authority	Planning	29/04/2010	21	Yes
29/03/10	522/0910	How many Hackney Carriage Licenses are currently in circulation within Council/Local Authority area	Legal	20/04/2010	14	Yes
29/03/10	523/0910	Precept details for any town, parish or community councils within area	CSPD	20/04/2010	14	No – exempt, booklet sent out
29.03.10	EIR ¹	Tarran Bungalows, Oxcroft Lane, Bolsover and associated land		28/04/2010	20	Yes
31/03/10	524/0910	2010/11 Budget questions/members allowances	HR & Payroll Revenues & Finance	23/04/2010	15	Yes
31/03/10	525/0910	Number of employees by gender taking voluntary early retirement, voluntary redundancy, made compulsory redundant in 2007/8, 2008/9, 2009/10	HR & Payroll	28/04/2010	17	Yes
31/03/10	526/0910	Storing and sharing personal data policy and file formats used	CSPD	07/04/2010	3	Partially – some information given, some exceeds cost ceiling

¹ EIR – Environmental Information Request

Table I: Freedom of Information Requests by Department 2009/10

Department/Section	01/04/09- 30/06/09			01/07/09 – 30/09/09			01/10/09 – 31/12/09			02/01/10 – 31/03/10			Total		
	No. of Requests	No. Responded to in time	No. out of time	No. of Requests	No. Responded to in time	No. out of time	No. of Requests	No. Responded to in time	No. out of time	No. of Requests	No. Responded to in time	No. Out of time	No. of Requests	No. Responded to in time	No. out of time
CEPT	1	1		4	4		1	1					6	6	
Customer Service & Performance	4	4		9	9		8	8		13	13		34	34	
Community Services	7	7		6	6		10	10		1	1		24	24	
Environmental Health	3	3		10	10		16	16		7	7		36	36	
Finance	10	10		8	8								18	18	
Street Services	5	5		3	3		7	7		3	3		18	18	
Housing	7	7		10	10		9	9		4	4		30	30	
HR & Payroll	17	17		14	14		4	4		14	14		49	49	
ICT	8	8		8	8		3	3		5	5		21	21	
Legal	7	7		7	7		7	7		11	11		32	32	
Leisure	4	4		5	5		7	6	1	1	1		17	16	1
Planning	7	7		8	8		5	5		3	2	1	23	22	1
Procurement	5	5		5	5		2	2		1	1		13	13	
Regeneration	6	6		6	6		9	9		5	5		26	26	
Revenues (& Finance from 1/10/09)	7	7		8	8		15	14	1	18	18		48	47	1
Democratic Services	21	21					6	4	2	2	2		29	27	2
CEO	8	8					1	1		1	1		10	10	
Totals	127	127		111	111		107	103	4	89	89		434	429	5

Committee:	Executive	Agenda Item No.:	6.
Date:	5 th July 2010	Status	Open
Category	2. Decision within the functions of Executive		
Subject:	Patch Management Policies – Provision of Domestic Bins and Bulky Waste Collection		
Report by:	Street Services Manager		
Other Officers Involved	Director of Neighbourhoods Head of Community & Street Services Head of Customer Services and Performance		
Director	Director of Neighbourhoods		
Relevant Portfolio Holder	Councillor D. Kelly, Portfolio Holder for Environment		

RELEVANT CORPORATE AIMS

STRATEGIC ORGANISATIONAL DEVELOPMENT – Continually improving our organisation.

The adoption of these policies will enable employees, Members and the public to have a clear understanding of the Council's role, duties and aspirations, in respect of how we provide domestic bins and arrange bulky waste collections.

TARGETS

The subject matter itself does not directly contribute to any targets specified in the Corporate Plan. However, waste services have a fundamental role to play in enhancing the quality of the environment, and diverting waste towards recycling.

VALUE FOR MONEY

The Provision of Domestic bins policy allows the Council to recover the costs associated with replacement bins where the need for the replacement bin is not the fault of the Council.

Charges for bulky waste are set in accordance with Government department guidelines and allow for a reasonable charge to be made to recover reasonable costs.

THE REPORT

The Patch Management Working Group (PMWG) identified a need for a Council Policy on the following subject(s);

Provision of Domestic Bins
Bulky Waste Charges

A copy of the draft policies are attached to this report for consideration by Executive.

The draft policies were submitted to the following groups for consideration and comment.

Equalities Services Development Group (ESDG) on 8th February 2010. Senior Management Team (SMT) on – Provision of Domestic Bin - 5th November Bulky Waste Charges - 12th November.

Policy & Performance Management Group (PPMG) on 27th January 2010.

Scrutiny Committee on 28th February 2010

The attached draft policies were approved by the Patch Management Group on 8th February 2010.

ISSUES/OPTIONS FOR CONSIDERATION

ESDG approved the Equality Impact Assessment for both the Provision of Domestic Bins and Bulky Waste Charges Policies.

SMT recommended that both Policies be approved following some grammatical amendments to the text.

PPMG recommended that the Bulky Waste Charges Policy be approved, and that some consideration on changing the Provision of Domestic Bin policy be given to allowing people on low incomes to pay by instalments.

PMWG considered this request, but could not find a strong argument for the change as the problems it would create were greater than any perceived problems it may resolve. Also the PMWG were not aware of any other such arrangements for one off payments of relatively low amounts.

Scrutiny Members requested that the public be informed that bulky waste would not be collected if there were loose dogs at the property at the time of the booking.

A question was asked regarding how housebound persons without bank accounts could pay for the collections in advance when booking by telephone. The Street Services Manager noted that these issues should be referred to the service.

Scrutiny Committee then resolved that

- (1) Scrutiny Committee support the implementation of the provision of Domestic Bins Policy,
- (2) Scrutiny Committee support the implementation of the Bulky Waste Collection Policy.

IMPLICATIONS

Financial: Both policies form the basis on which charges are based and provide income to the Council.

Legal: Both Policies cover activities which form part of our Statutory duty as a Waste collection Authority.

Human Resources: None

RECOMMENDATIONS

- 1. Patch Management Group ensures that appropriate departmental procedures are in place to deliver the policies.**
- 2. The Bulky Refuse Collection Policy be adopted and implemented from 1st August 2010.**
- 3. The Replacement Domestic Bin Policy be adopted and implemented from 1st August 2010.**

REASON FOR DECISION TO BE GIVEN IN ACCORDANCE WITH THE CONSTITUTION

To improve the way in which Assisted Refuse Collection, Bus Shelters, Council Owned Garages & Garage Sites, Graffiti and Nuisance Vehicles are dealt with by the Authority.

ATTACHMENTS: Y

FILE REFERENCE: L:\TECH\district_services\Procedures\Bulky Waste Collection Policy 2009 draft V3 071209.doc

L:\TECH\district_services\Procedures\Provision of Domestic Bin Policy Draft v6 071209.doc

BOLSOVER DISTRICT COUNCIL

BULKY WASTE COLLECTION POLICY December 2009



This Policy addresses the following Corporate Aims (show those which are appropriate to the policy only):



Bolsover District Council Equalities Statement

Bolsover District Council is committed to equalities as an employer and in all the services provided to all sections of the community.

- The Council believes that no person should be treated unfairly and is committed to eliminate all forms of discrimination in compliance with the Equality Strategy.
- The Council also has due regard to eliminate racial discrimination and to proactively promote equality of opportunity and good relations between persons of different racial groups when performing its functions.

This document is available in large print and other formats from any of the Council offices or by contacting the Chief Executives Directorate on 01246 242323. Please bear in mind we will need a few days to arrange this facility.

If you need help to read this document please do not hesitate to contact us.

Our Equality and Improvement Officer can be contacted via [Email](#) or by telephoning 01246 242407.

Minicom: 01246 242450

Fax: 01246 242423

CONTROL SHEET

Details of Document	Comments / Confirmation
Title	Bulky Waste Collection Policy
Document type – i.e. draft or final version	Draft
Location of Policy	Document4
Author of Policy	Waste Services Manager
Member route for Approval & Cabinet Member concerned	PPMG, Scrutiny, Executive. Environment
Reviewed by Director of Strategy	Not applicable
Date Risk Assessment completed	Appropriate procedures to address health & safety risks in place
Date Equality Impact Assessment approved	02/11/2009
Partnership Involvement (if applicable)	Not applicable
Date added to the Forward Plan	Not applicable
Policy Approved by	
Date Approved	
Policy Review Date	
Date forwarded to CSPD (to include on Intranet and Internet if applicable to the public)	

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1 Introduction

- 1.1 Bolsover District Council is a Waste Collection Authority and is required by legislation contained in the Environmental Protection Act 1990 to arrange for the collection of waste from all households within its area free of charge, with the exception of certain wastes for which a charge may be made as determined by the Secretary of State.

Under the Controlled Waste Regulations 1992, Schedule 2 defines the type of household waste a Waste Collection Authority may make a charge for and includes:

- i. Any article of waste which exceeds 25 kilograms in weight
- ii. Any article of waste which does not fit, or cannot be fitted into a receptacle for household waste provided by the authority.
- iii. Garden waste

Bolsover District Council provides a collection service to residents for most sorts of household waste which meets the criteria above. The service is referred to as the Bulky Waste Collection Service. The Authority has elected to charge residents for this service. Details of the applicable charges are available at Contact Centres; on the Councils website, www.bolsover.gov.uk or upon application to 01246 242424

2 Scope

- 2.1 All occupied domestic properties within Bolsover District Councils' area where requests for the Bulky Waste Collection Service are made.

3 Principles

- 3.1 Customer Focused Services and Social Inclusion – by ensuring that all residents have access to the Bulky Waste Collection Service and equal charges are applied throughout.
- 3.2 Environment – by providing a service to residents for the removal of bulky household waste thereby promoting a clean and sustainable environment.

4 Policy Statement

- 4.1 Requests for the Bulky Waste Collection Service must be made by the occupier or by a person legally entitled to represent the occupier.
- 4.2 Construction and demolition waste or that which the Council considers may pose health & safety risks or requires special collection or disposal arrangements will not be collected on this service.
- 4.3 Appendix 1 gives examples of the types of waste which are not suitable for the Bulky Waste Collection service.
- 4.4 The list is not exhaustive and the Council reserves the right to refuse the collection of any waste which it deems unsuitable for collection on this service.

- 4.5 In circumstances referred to in 4.4 above, and where payment for the service has already been made, a full refund will be given
- 4.6 Items must be placed in an area suitable for collection as advised by Contact Centre staff.
- 4.7 Carpets must be rolled and secured.
- 4.8 Garden waste must be bagged or bundled.
- 4.9 Glass items must be wrapped in polythene or tape.
- 4.10 Loose scattered waste will not be gathered.
- 4.11 Payment must be made at the time of booking. Residents will be advised of the scheduled day of collection at the point of booking and advised that items must be available for collection from 6am.
- 4.12 Payment for collections can be made by cash or debit card; in person at Contact Centres or by telephone.
- 4.13 Collections will be carried out within 10 working days from the notification of payment being received in the Waste Services Back Office.
- 4.14 A list of items must be supplied by the resident to the Contact Centre at the time of the initial request. No other items will be collected.
- 4.15 In certain circumstances where collections have not been made, the resident will be notified. Examples of these circumstances include:
 - 4.15.1 Where dogs are running loose.
 - 4.15.2 Where access is obstructed.
 - 4.15.3 Where items are unsuitably presented for collection.
- 4.16 Where the above applies, customers can rebook the collection one further time without further payment.
- 4.17 Where a customer has rebooked the collection under these circumstances and at a subsequent visit the collection still cannot be made, no further visits will be made and no refund will be given.
- 4.18 No refund will be given if customers cancel a bulky waste service request and payment has already been made.
- 4.19 Once payment has been accepted for a collection, alterations, including requests to add, reduce or substitute alternative items, cannot be made and the original charge will stand even if the number of items presented for collection is less than that previously notified.
- 4.20 Items presented for collection, which have not previously been advised by the customer, will not be taken.

5 Responsibility

- 5.1 Street Services will be responsible for carrying out the Bulky Waste Collection Service and formulating appropriate operational procedures for its administration.
- 5.2 The Service will be delivered by Street Services and/or Street Services external contractors.
- 5.3 Initial requests and payments for the Bulky Refuse Collection Service will be handled by Customer Contact Centres.

6 Review

This policy will be reviewed every three years and the charges reviewed annually.

Appendix 1

HWRC – Household Waste Recycling Centre, these are operated by Derbyshire County Council and are provided to allow residents to deliver household waste direct themselves. Private Contractor – these include skip hire companies and specialist waste collection contractors, residents should ensure that prior to handing over any waste to a private contractor that they hold the relevant waste carriers certificate as issued by the Environment agency.

Items unsuitable for collection on the Bulky Waste Collection Service	Alternative Disposal route	Notes
DIY/Construction Waste		
Bathroom suites (part or whole)	HWRC	Part items
Kitchen units	HWRC	Part items
Fitted wardrobes	HWRC	Part items
Garden sheds	Private Contractor	
Coal Houses	Private Contractor	
Doors	HWRC	Max of 2 x doors
Windows	HWRC	Max of 2 x windows
Bricks/Rubble/Concrete	HWRC	Max 50kg rubble or soil – 1 visit per week
Radiators	HWRC	
Fireplaces	HWRC	
Gas or Electric Fires	HWRC	
Loft insulation	Private Contractor	
Water tanks	HWRC	
Boilers	HWRC	
Fencing Panels (repairs)	HWRC	
Gates	HWRC	
Paving slabs	HWRC	Max 50 kgs
Outside aerials/satellite dishes	HWRC	
Scaffolding	Private Contractor	
Other		
Chemicals	HWRC	
Large quantities of liquid	Private Contractor	
Paint/Creosote	HWRC	
*Asbestos	HWRC	Max of 2 x roofing sheets or 2m pipe
Car parts	HWRC	Small quantities only (boot of car)
Car Oil	HWRC	
Car Batteries	HWRC	
Low pressure Gas Cylinders	HWRC	
Fire Extinguishers	HWRC	
Car Tyres	HWRC	A maximum of 4 x h/hold
Tree trunks/branches	HWRC	Up to 150mm diameter

BOLSOVER DISTRICT COUNCIL

Provision of Domestic Bin Policy January 2009 Draft Version 6 07/12/09

This Policy addresses the following Corporate Aims:



PROVIDING ACCESS FOR ALL

If you need help understanding any of our documents or require a larger print, audio tape copy or a translator to help you, we can arrange this for you. Please contact us on the telephone numbers at the bottom of the page:

POLISH

Jeżeli potrzebuje Pan/i pomocy w rozumieniu tych dokumentów lub chciałby je Pan/i otrzymać większym drukiem, na kasecie audio lub skorzystać w tym celu z pomocy tłumacza, jesteśmy to Państwu w stanie zapewnić. Prosimy o kontakt pod numerami telefonów na dole strony.

ITALIAN

Se avete bisogno di aiuto per capire qualsivoglia dei nostri documenti o se li richiedete a caratteri grandi, o volete copie registrate, o necessitate di un traduttore per aiutarvi, noi possiamo organizzare tutto ciò. Per favore contattateci ai numeri di telefono che troverete in fondo a questa pagina.

CHINESE

對於我們的文件，如果你需要幫助使能明白文件的內容，或者需要大字體印刷、錄音帶的格式，又或者需要傳譯員的幫助，我們都能夠為你安排。請用頁下的電話號碼與我們聯絡。

URDU

ہمارے کسی بھی ڈاکیومنٹ کے سمجھنے میں اگر آپ کو مدد درکار ہو، یا آپ کو اس کا بڑا پرنٹ، آڈیو ٹیپ کی شکل میں اس کی کاپی، یا ترجمے میں مدد کے لیے آپ کو کسی مترجم کی ضرورت ہو تو ہم اس سلسلے میں آپ کی مدد کر سکتے ہیں۔ براہ کرم اس صفحے کے نیچے دیئے گئے فون نمبر پر رابطہ کریں۔



01246 242407 or 01246 242323.



Other Equalities information is available on our web site.
www.bolsover.gov.uk or by e-mail from equalities.officer@bolsover.gov.uk

Minicom: 01246 242450 Fax: 01246 242423

Details of Document	
Title	Provision of Domestic Bin Policy
Document type – i.e. draft or final version	Draft Version 6 07/12/09
Location of Policy	Intranet and Internet
Author of Policy	Waste Services Manager
Reviewed by Patch Management Working Group	
Risk Assessment completed	Appropriate procedures to address health and safety risks in place
Community Safety implications	
Equality Impact Assessment completed.	
Approved by	
Date Approved	
Policy Review Date	

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1. Introduction

- 1.1 Bolsover District Council is a Waste Collection Authority and is required by legislation contained in the Environmental Protection Act 1990 to arrange for the collection of waste from all households within its area free of charge, with the exception of certain wastes for which a charge may be made as determined by the Secretary of State. The types of waste for which a charge may be made include waste from commercial premises and bulky household waste.
- 1.2 The Environmental Protection Act 1990 (Part II Section 46(1)) allows for a Waste Collection authority to require the occupier of a premise from which it has a statutory duty to collect household waste, to place the waste for collection in receptacles of a kind and number specified.
- 1.3 The Act (Part II Section 46(3)(a-d)) also states that in making requirements under this subsection the authority may, as respects the provision of the receptacles:-
- iv. Determine that they be provided by the authority free of charge.
 - v. Propose that they be provided, if the occupier agrees, by the authority on payment by him of such a single payment or such periodical payments as he agrees with the authority
 - vi. Require the occupier to provide them if he does not enter into an agreement under paragraph (b) above within a specified period or
 - vii. Require the occupier to provide them.
- 1.4 If an occupier fails to comply with the above without reasonable excuse, notice may be served under the Environmental Protection Act 1990 (Part II Section 46(6)) which states:
- “A person who fails without reasonable excuse, to comply with any requirements imposed under subsection (1),(3)(c) or (d) or (4) above shall be liable on summary conviction to a fine not exceeding level 3 on the standard scale”.
- 1.5 The Act provides for persons to appeal to a magistrate’s court against any requirement imposed under this subsection only on the grounds that:
- a. The requirement is unreasonable or
 - b. The receptacles in which household waste is placed for collection from the premises are adequate.
- 1.6 This policy sets out Bolsover District Council's approach to this legislation.

2. Scope

- 2.1 The provision of domestic bins at all domestic properties within the Bolsover District where the Waste Collection Authority has a statutory duty to collect domestic waste and where it has elected to collect this waste in receptacles (hereafter referred to as refuse bins) specified by the authority.

It excludes the receptacles provided for domestic waste for recycling.
It excludes the collection service of the domestic bins

3. Principles

- 3.1 This policy contributes to the Corporate Plan Aims of providing excellent customer focused services, promoting and enhancing a clean and sustainable environment and promoting social inclusion. It achieves this by identifying the criteria for providing refuse bins, thereby ensuring fairness and consistency to all residents.
- 3.2 This policy identifies the circumstances where charges for replacement refuse bins will be made.

4. Policy Statement

- 4.1 The Council requires that the collection of domestic waste is carried out in wheeled bins of a kind determined by the Council. To facilitate this, wheeled refuse bins are provided to residents for the storage and collection of domestic waste.
- 4.2 Where this is not possible or the Council has decided that it is not practical or desirable for residents to receive a domestic collection service via wheeled bins, a bag service will be provided. Circumstances where it is not practical or desirable to use wheeled bins may include properties located in areas which are difficult to access or residential apartments/flats.
- 4.3 Refuse bins will be provided free of charge by Bolsover District Council to residents in the following circumstances:
- a. For new build properties where a bin has not yet been provided.
 - b. To new residents at suitable properties which do not already have a bin.
 - c. Where the bin has been damaged by Council employees or equipment in the course of waste collection operations.
 - d. Fair wear and tear such as that expected with repeated use over a long period of time.
- 4.4 The Council will not provide replacement refuse bins for cosmetic purposes or where an assessment by a Street Services Officer has deemed it unnecessary.
- 4.5 Bolsover District Council has elected to impose charges for the replacement of refuse bins from domestic properties in those circumstances detailed below, as provided for in the Environmental Protection Act 1990(Part II Section 46(3)):

- a. The refuse bin has been stolen or is missing.
 - b. The refuse bin receives damage which has not been caused by Council employees or equipment. Examples of this would include vandalism, fire damage, theft or occupant neglect.
 - c. Unsuitable material has been placed in the bin causing damage. This may include paint stripper, hot ashes or corrosive substances or heavy building/garden materials.
- 4.6 Details of current charges can be found on the Bolsover District Council website, or on display in the Council Contact Centres or upon application.
- 4.7 In these circumstances the occupier will be advised that one of the following options are available:
- a. That a bin will be provided if the occupier agrees to the payment of a reasonable charge as specified by the Council
 - b. The occupier provides a bin to the specification advised by the Council within two weeks from the date of the advice.
- 4.8 Requests for replacement refuse bins may be made by the occupier or by a person legally entitled to represent the occupier.
- 4.9 Where requests for replacement refuse bins under operational or fair wear and tear criteria is made by the occupier, the requests will initially be assessed (*screened*) by Contact Centre staff and if acceptable a replacement bin will be provided.
- 4.10 Where a request does not meet the criteria for the provision of a free replacement bin, the customer will be informed of this immediately by the Contact Centre staff. The customer will be offered the opportunity to replace the bin at an agreed charge. No replacement bin will be provided until the charge has been paid or until any customer complaint relating to this decision has been investigated. Residents will be required to pay this charge in a single payment in person or by telephone at any Contact Centre.
- 4.11 In cases where a resident disagrees with this decision the customer will be informed that an assessment will be made by an officer from Street Services to decide whether a replacement is appropriate. This assessment will take place within ten working days of the request being received by Street Services.
- 4.12 In these cases, should it be found that the criteria surrounding the request meets that which attracts a charge, the resident will be informed in writing of the decision, the basis for it, the charges to be applied and the options available to them.
- 4.13 Where a resident disagrees with the decision of the Street Services Officer, they will have the option to use the Council's complaints procedure. Details of the Council's Compliments, Comments and Complaints Procedure can be found on Council's website, at the Council's Contact Centres or upon application.

4.14 In circumstances where a property has no refuse bin, bagged general household waste up to a maximum of 3 bags per week will be taken from the time of notification until a replacement bin is provided and/or any outstanding charges/appeals have been settled. This will be a temporary arrangement which the Council can withdraw at their discretion.

5. Responsibility

5.1 Street Services will be responsible for implementing the provision of Domestic Bin Policy, in conjunction with the Contact Centre Service.

Appendix:

A – Contact Centre Information

Committee:	Executive	Agenda Item No.:	7.
Date:	5 th July, 2010	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	Councillor A. Tomlinson, Portfolio Holder for Regeneration Councillor E. Watts, 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 had agreed a holding target with the LAA of reducing the out of work claimant rate within the worst performing neighbourhoods from 28.7% to 25.7% by March 2011. This target has now been revised, to take into account the impact of the economic downturn, to reflect an average benefit claimant rate in the NI 153 areas that is 1.5% lower in Bolsover than in the East Midlands.

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

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.

The WNF allocation to Bolsover District Council for the period 2008-11 has been reduced to £7,067,897. This reflects the Government's announcement of a 2% reduction in funding for 2010/11. The specifics of this reduction in funding impact on the national WNF programme. For Bolsover this equates to a reduction of £198,000.

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 4 and End of Year Report

1. The attached report titled 'Quarter 4 and End of Year Report 2009/10' 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 January - March 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
 - Labour market information and an analysis of the National Indicator (NI) 153 progress on reducing concentrations of worklessness within the district
 - Detailed information in relation to progress of individual projects
 - Project case studies

ISSUES/OPTIONS FOR CONSIDERATION

The contents of the report are noted by Members.

IMPLICATONS

Financial: None.

Legal: None

Human Resources: None

RECOMMENDATION

That the report be received.

REASON FOR DECISION TO BE GIVEN IN ACCORDANCE WITH THE CONSTITUTION

To ensure that WNF is targeted to best effect.

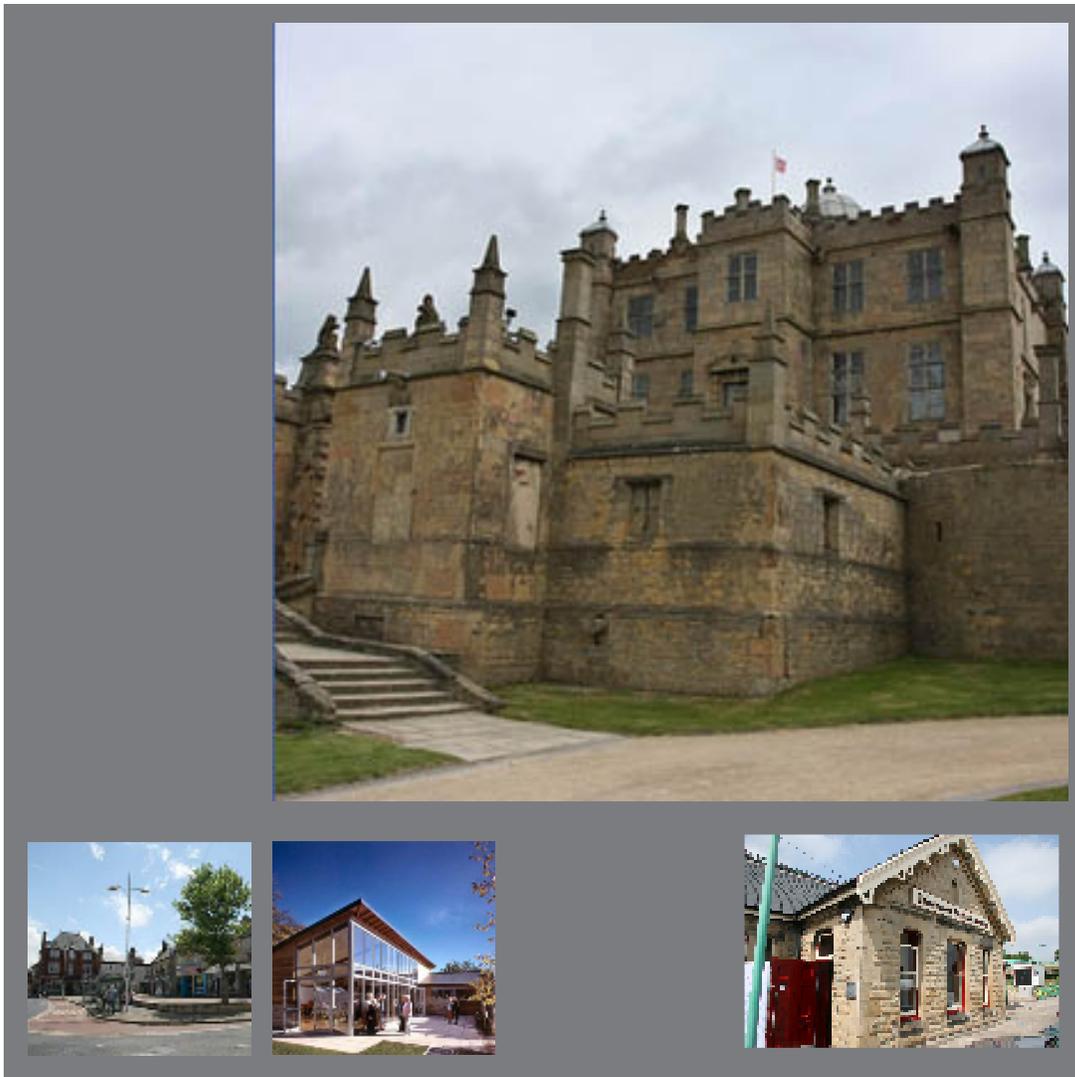
ATTACHMENTS: **Y**

FILE REFERENCE:

SOURCE DOCUMENT:

**Quarter 4 and End of Year Report
2009-10
Working Neighbourhoods Fund**

June 2010



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Introduction

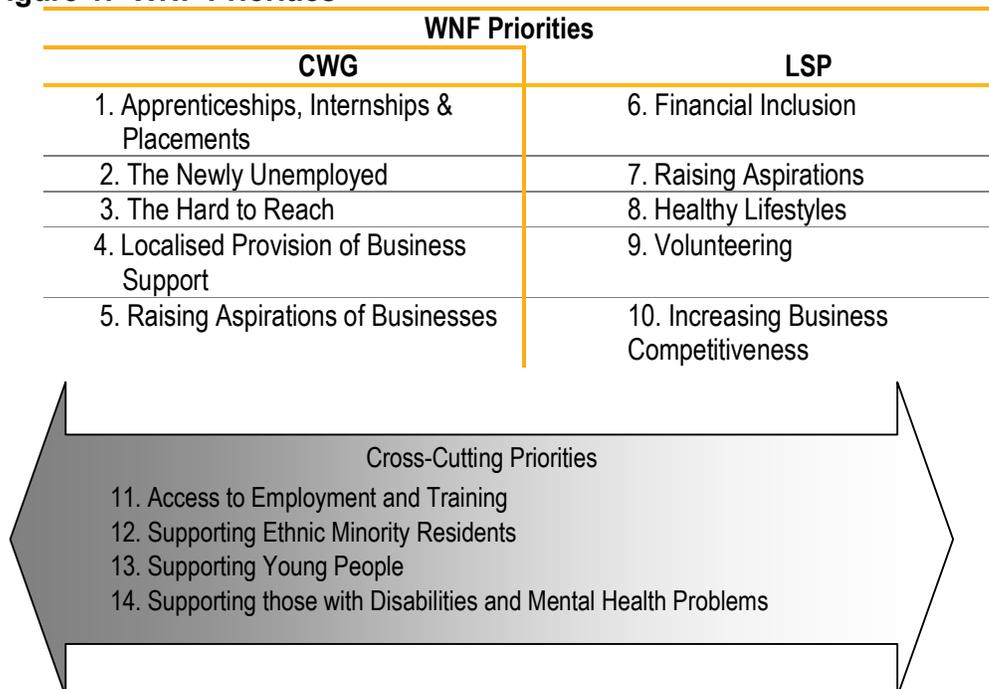
The purpose of the Working Neighbourhoods Fund (WNF) is to reduce levels of worklessness and increase enterprise and skills in our most deprived communities. The WNF is about new ways of working, taking into account local individuals and communities, with flexibility and opportunities to respond to particular 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 is just over £7m for the period 2008-2011. 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 was established in 2008 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 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



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					✓					✓				
Work for Yourself		✓		✓			✓			✓				✓
Ways to Work		✓	✓								✓			
Free Legal Advice		✓	✓			✓								
Bolsover Apprenticeship Programme	✓	✓	✓				✓			✓			✓	
Tesco - Making the Connection		✓	✓				✓							
Bus to Work		✓	✓								✓			
Bolsover Intermediate Labour Market Programme		✓												✓
LSP Commissioned														
Raising Aspirations - Connexions (Strands 1-3 – Young People)							✓				✓		✓	
FEI Practice Nurse			✓					✓						✓
Financial Inclusion Strategy and Action Plan (Phase 1 feasibility)						✓								
Bolsover Volunteering Project		✓	✓				✓	✓	✓					✓
Hot Prospects	✓			✓	✓		✓			✓				
Bolsover Financial Inclusion Project		✓	✓			✓	✓							
Bolsover Employment & Training Initiative (BETI) – formerly Employer Engagement		✓	✓	✓	✓					✓				
Raising Aspirations– Chesterfield College (Strand 4 – Adults)			✓				✓	✓	✓					✓
Raising Aspirations – CVP (Strand 4 – Adults)			✓				✓	✓	✓					✓
Nacro Pro-Active - Nacro						✓	✓	✓						
Relationships and Self-Esteem								✓	✓	✓			✓	

Interventions that have been highlighted in bold indicate those that have been approved since the Q3 WNF Update report.

Working Neighbourhoods Financial Allocations and Commitments

Bolsover District Council's allocation of the Working Neighbourhoods Fund (WNF) was originally £7,031,056 for the period 2008-2011. This was later revised, following an adjustment to the way the fund was calculated, to £7,065,414.

On 12th November 2009, the Department for Communities and Local Government (CLG) announced that an additional £40 million was being made available to the 61 local authorities currently in full receipt of WNF. For Bolsover, this meant an additional £200,483. However, due to budget cuts as a result of the new government administration, the WNF has since been reduced by £198,000 in 2010/11. The total allocation is thus **£7,067,897**.

Of this total allocation, approximately £321K has been ringfenced for management and admin of the scheme over four years. To date, **£5,444,306** has been assigned to projects through formal contracting arrangements; thus the remaining WNF budget is £1.3m. Details of WNF allocated to individual activities are detailed below, providing a breakdown between the Core Worklessness Group and the LSP. Please note that the figures for 2009/10 below are **actual** spend figures.

Projects Commissioned by the Core Worklessness Group

Project Ref	Project Name	WNF 2008/09 Actual	WNF 2009/10 Actual	WNF 2010/11 Forecast	WNF 2011/12 Forecast	Total Approved
08-01	BizFizz - Clowne and Elinton with Creswell	24,927				24,927
08-02	LEADER	66,000				66,000
08-03	Family Employment Initiative		135,072	138,609		273,681
08-04	Grants to Voluntary Organisations – TRUST	4,750	4,750	4,750		14,250
08-4a	Grants to Voluntary Organisations – DUWC	26,745	27,400	27,950		82,095
08-06	Ways to Work		46,051	49,145	49,639	144,835
08-08	Public Sector Apprenticeship Phase 1		42,213			42,413
08-09	Bolsover Infrastructure Development Officer		15,462	40,906	33,950	90,318
08-10	Work for Yourself - Disability Dynamics		65,297	73,505	50,875	189,677
08-13	Free Legal Advice		14,416	23,930	16,210	54,556
08-14	Bolsover Apprenticeship Programme		932	467,468	762,524	1,230,924
08-17	Making the Connection (Tesco's)		6,932			6,932
08-18	Bus to Work			31,000		31,000
08-20	Bolsover Intermediate Labour Market Programme			388,576	23,709	412,285
TOTAL		£122,422	£358,525	£1,245,839	£936,907	£2,663,693

Projects Commissioned by the Local Strategic Partnership

Project Ref	Project Name	WNF 2008/09 Actual	WNF 2009/10 Actual	WNF 2010/11 Forecast	WNF 2011/12 Forecast	Total Approved
08-05	Bolsover Volunteering Project	2,000	45,063	61,438	69,675	178,176
08-07	Financial Inclusion - Phase 1		10,300			10,300
08-03	Family Employment Initiative (Practice Nurse)		12,222	46,812	16,082	75,116
08-11	Raising Aspirations (Strands 1-3 – Young People)		121,586	371,873	301,541	795,000
08-12	Hot Prospects		39,500	42,300		81,800
08-15	Bolsover Financial Inclusion Project		12,786	186,726	169,277	368,789
08-16	Employer Engagement		7,234	80,637	76,386	164,257
08-19	Raising Aspirations – Chesterfield College (Strand 4 – Adults)			156,090	143,830	299,920
08-21	Raising Aspirations – CVP (Strand 4 – Adults)			68,987	79,907	148,894
08-22	Relationships and Self Esteem			110,434	114,426	224,860
08-23	Nacro Pro-Active			55,304	57,313	112,617
TOTAL		£2,000	£248,691	£1,180,601	£986,429	£2,459,729
TOTALS (CWG & LSP)		£174,561	£685,940	£2,511,524	£2,030,273	£5,444,306

2009/10 Quarter 4 Activity and 2009/10 to Date

Quarter 4 has seen a number of new initiatives being approved and it is really exciting as we move into 2010/11 to see a significant number of projects now up and running. The synergies and potential progression routes for individuals which are being made possible through these new interventions is really encouraging.

WNF spend in Quarter 4, January to March 2010, was £289,900 against a quarter forecast of £336,864 (86% of Q4 forecast achieved). Total WNF spend in 2010/11 was £685,940 against a forecast of £841,007 (82% of 2009/10 spend achieved). Underspend across the programme has mainly arisen from a number of projects starting later than anticipated due to problems recruiting project staff. Many of these issues have now been resolved and spend in 2010/11 is anticipated to be around £2.5m.

As a result of project work being undertaken in Quarter 4, an additional £161,450 match funding has been levered into the district bringing the total match funding for the year to £456,490. This means that for every £1 of WNF spent, an additional 67p was levered into the district through other funding sources.

Core Worklessness Group

Family Employment Initiative (FEI) Evaluation

The Family Employment Initiative recently had an evaluation undertaken by Ekosgen. The evaluation covered all FEI programmes being delivered across England, including Bolsover, and overall the conclusion was very positive in that the programmes demonstrate value for money in comparison with other employment programmes. Some key highlights include:

- The average cost per job is £2,077. This indicates that FEI is extremely cost effective, with many comparator programmes achieving cost per job figures in excess of £5m. The evaluation concluded that the reason for FEI's low cost per job is partly as a result of cost effective delivery within the heart of local communities, and partly as a result of the high level of effectiveness of placing clients into work
- The net exchequer benefit of FEI to date is £3m which implies that the total cost of delivering FEI to date (£2.7m) is more than offset by the Exchequer saving
- The Social Return on Investment (SROI) analysis implies that £19 of social benefit is secured for every £1 invested in FEI.

Strong partnership working has also been identified as key to the effectiveness of the FEI not only engaging clients but also being able to broker the appropriate type of support to overcome individuals' barriers to work. The Coalfields Regeneration Trust is holding a dissemination event on 2nd July to share the results of the evaluation and help determine what the future holds for the FEI service.

Bus to Work (Tesco)

The expansion of the Tesco distribution centre in Balborough resulted in approximately 450 new jobs being created between January and May 2010. WNF has been awarded to Chesterfield Community Transport who are providing a pilot 16-seater mini bus service in response to these new job opportunities. Without this service many local people would be unable to access work at Tesco as current public transport provision does not coincide with the three shift pattern that Tesco operates. To date, 24 Bolsover residents are using the service and an interim report will be presented to the Core Worklessness Group during June 2010 so that passenger usage of the vehicle and options for continuing the service (if demand necessitates) can be considered appropriately.

Intermediate Labour Market Programme

During Quarter 4, WNF was awarded to the Shaw Trust to deliver an Intermediate Labour Market programme which will provide paid employment and accredited learning opportunities to 40 local unemployed people over a six month period. The programme is targeted at individuals who are on Employment and Support Allowance and those claiming Job Seekers Allowance aged 25 and above. The programme has been designed so that it does not compete with other programmes that have been funded through the DWP Future Jobs Fund, which are predominately aimed at 18-24 year olds on Job Seekers Allowance. The Shaw Trust will work in partnership with Bolsover District Council's Neighbourhood Management Team, who will be responsible for determining the work schedules of participants which will include gardening jobs for vulnerable households, working with the Bolsover Countryside Partnership planting trees, and work on allotments. Project staff have now been recruited and first cohort of ILM participants will commence June 2010.

Shirebrook Enterprise Centre

BDC's Economic Development Team has been working towards securing grant funding to support the development of an **Enterprise Centre in Shirebrook**. The centre will provide lettable office/workshop/hybrid business accommodation supporting a variety of local new and existing businesses. A revised Expression of Interest to the European Regional Development Fund (ERDF) was submitted during Quarter 4 following feedback from the ERDF Priority Axis 2 Technical Group to scale back the capital build costs as the ERDF being applied for exceeded the district's allocation. Following discussions with emda and Derbyshire Economic Partnership (DEP), it also became evident that match funding being sought from the Single Programme via DEP was at risk. In order to mitigate against the risks of the funding package becoming unachievable, the CWG agreed to commit, in principle, additional WNF resources to cover some of the capital costs as well as the revenue costs. A full application to ERDF PA2 has now been submitted and is undergoing appraisal by emda. The ERDF being requested still significantly exceeds Bolsover's allocation but negotiations are underway to look at the options available to enable the centre to proceed. This may involve Bolsover's allocation of the second tranche of ERDF funding being brought forward to fund the gap. A decision is expected in the autumn of 2010. The WNF commitment to the WNF programme is now in the region of £670,000, subject to ERDF PA2 approval.

Local Strategic Partnership

Commissioning Round 4

The LSP has undertaken three rounds of commissioning in respect of its £3m allocation of the Working Neighbourhoods Fund to date, and has approximately **£435,000** uncommitted for a Fourth Commissioning Round. The LSP Technical Group recently undertook an assessment of the range of activities that have been commissioned so that recommendations for future commissioning can be targeted appropriately. As a result of this exercise, the LSP Technical Group has determined that the primary focus for Commissioning Round 4 should be *people with disabilities and/or mental health issues*. The Commissioning Framework will be launched in July this year providing further details and a timetable for commissioning activity.

Raising Aspirations (Strand 4 – Adults)

In the WNF Quarter 3 update report, it was reported that **Chesterfield College**, working in partnership with Derbyshire and Nottinghamshire Chamber of Commerce, had won a tender for the delivery of tailored employment and skills development programmes, with targets to support 150 learners over 16 weeks in cohorts of 15. A Project Manager and two Learning Support Officers have now been recruited to support delivery of the programme and the first cohort commenced in May 2010 with 22 people on programme against a target of 30. Although the number of starts is below profile, a good start has been made given the short time available to raise awareness of the programme and engage potential beneficiaries. The Project Manager, Emily Williams, has been engaging with key stakeholders over the last two months and now attends the Raising Aspirations steering group meeting to ensure joined up delivery with initiatives being delivered through the Connexions Strands 1-3 contract.

It was also reported in the last update report that the tender submitted by **Community Voluntary Partners (CVP)** was strong on some key aspects of delivery that would provide additionality to the proposal submitted by Chesterfield College. As a consequence the Technical Group agreed to utilise additional WNF to enable those aspects to proceed. As a result, approximately £148,000 has been approved to fund a pre-engagement programme, driven and delivered by local community needs in respect of learning and development. The training and recruitment of local learning peer mentors in a voluntary capacity will also provide sustainability in the longer term. Furthermore, CVP has submitted a bid to the Big Lottery which, if successful, will enable the programme to continue until 2015. Fingers crossed!

Relationships and Self-Esteem (Raise)

£225,000 has been allocated to an innovative project that will target year 9/10 students who may be at risk of exclusion from school, or have difficulty in engaging in mainstream education and at risk of becoming pregnant at an early age. The project, which is being managed by Derbyshire County Primary Care Trust and delivered by SNAP, builds on a recent pilot project that delivers an innovative, educational programme to prevent teenage pregnancy. By the end of the project 5 community facilitators will have been recruited and trained, 5 secondary schools in the district engaged with the programme and 100 young people benefiting. It will be interesting to see what impact on teenage pregnancy the project has in years to come.

Get Into

Two pilot programmes to be delivered by the **Prince's Trust** have been commissioned. The first is a 'Get Into Construction' and the second is a 'Get Into Landscape Maintenance' at Hardwick Park. Both pilots are taking place during Quarter 1 of 2010/11 and feedback from the pilots will inform the LSP on whether to commission further activity in these areas from a future Commissioning Round.

Nacro Pro-Active

The LSP Technical Group has recently approved a programme which is aimed at improving the motivation, confidence, employability and longer term prospects of offenders and ex-offenders. A partnership involving **Nacro**, Probation and Bolsover District Council has been developed that will see the programme kicking off in June 2010 and being delivered from the Pleasley Vale Outdoor Centre in Pleasley. Chesterfield Borough Council are also interested in running a similar programme for Chesterfield residents and it is likely that this will also be delivered from Pleasley Vale Outdoor Centre.

Other Activity

Work and Skills Plans

The development of Work and Skills Plans was one of the recommendations from Councillor Stephen Houghton's review of local partnership working to tackle worklessness. All local authorities in receipt of Future Jobs Fund are required to complete one. The overall objective of the Plans is to set out how local authorities, together with partners, will develop and agree their response to the local employment and skills needs identified through the Local Economic Assessment and Worklessness Assessment. Bolsover District Council's Interim Work and Skills Plan was submitted at the end of April 2010 and Government Office for the East Midlands have confirmed that it is 'Fit for Purpose'. Full Work and Skills Plans need to be in place by April 2011 to cover a 3-year period from April 2011 to March 2014. It is intended that the submission of full plans will coincide with the timetable for reviewing Local Area Agreements and the 3-year local government settlement; they therefore present an important opportunity for local authorities to influence spend on employment and skills. BDC's Interim Work and Skills Plan can be downloaded from www.bolsoverpartnership.org.uk/news-item/190/

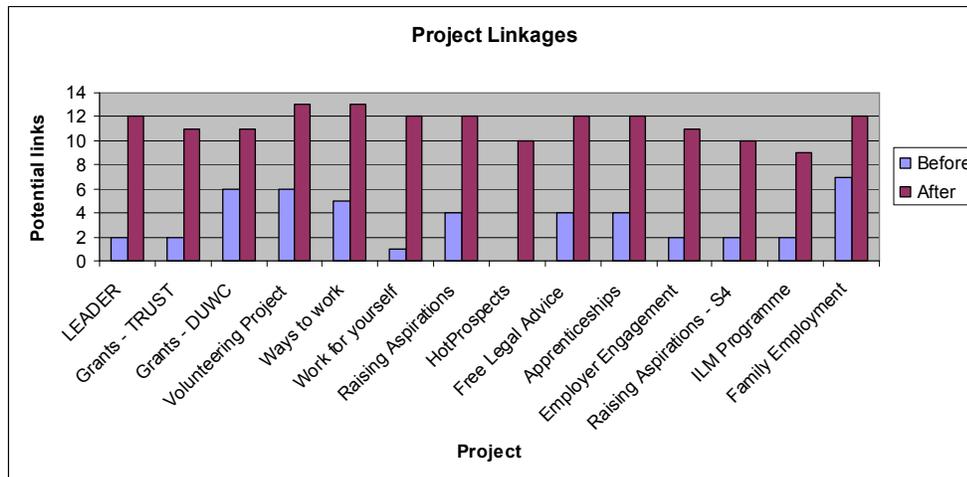
Project Underspends

As Quarter 4 monitoring returns have now been processed we have a better understanding of the level of underspends experienced by projects. In some instances, project spend has been much lower than anticipated due to delayed project starts as a result of unsuccessful recruitment. This has, however, provided an opportunity to consider whether projects could utilise underspends beneficially by carrying forward unspent funds into 2009/10 and delivering additional activity, which many can. For example, the Family Employment Initiative had an underspend in the region of £16K so we are currently negotiating the use of that underspend to fund specific training where there are actual job vacancies in the local area.

Projects ‘Speed Dating’ Event

To assist with ensuring that all appropriate linkages are made between projects that are being funded through the WNF, a ‘speed-dating’ event was held on 18 March. The event proved very successful and a lot of positive feedback was received. Pairs of projects had four minutes each to talk about their initiatives, followed by a two minute discussion, before moving on to the next table. This enabled each project to gain an understanding of the work of all other projects and discuss the potential for joint working.

Feedback forms have been analysed and the chart below demonstrates the potential increase in joint working and referrals identified by projects as a direct result of the event.



The chart has been compiled based on the number of projects indicating the potential to link with those stated i.e. prior to the speed dating event, only two projects felt that they could link with the LEADER project – after the event, 12 projects could identify potential linkages.

Positive feedback received includes:

“Learned what other projects did and how we could link together. Was encouraging how interested most projects were in what we offer”.

“Good chance to catch up with projects already familiar with and efficient use of time to become familiar with all WNF projects”.

“Fantastic way to network. Put faces to people who you would normally speak to over the phone. Personal and fun”.

Following the success of the event, it is likely that a similar one will be organised later this year to include newly commissioned projects.

An Apprentice Joins the Partnership Team ...

Lucy Sheppard joined the Partnership Team in May and will be working on communication links, maintaining the LSP website etc over the next 18 months.

Funding Database

A funding database has been developed by Jessica Clayton, the Partnership Team’s Funding and Appraisals Officer, and can be accessed from the LSP website www.bolsoverpartnership.org.uk

Unemployment Statistics

NI 153 Number of People Claiming Out of Work 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).

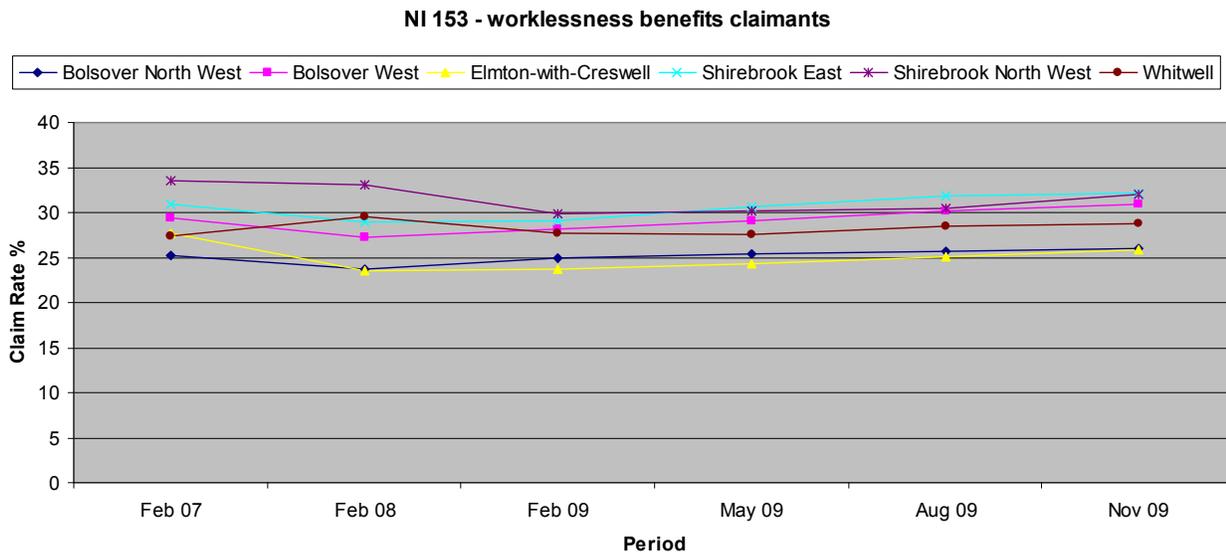
Specifically, the indicator measures the out-of-work benefits claimant rate in the worst performing neighbourhoods - defined as Lower Super Output Areas with a benefit claimant rate of 25% or more as at February 2007 (4 quarter rolling average).

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

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

The Core Worklessness Group was established to allocate WNF with the explicit aim of addressing NI153 and achieving the target which had been negotiated with the LAA to reduce the out of work claimant rate within the worst performing neighbourhoods from 28.7% to 25.7% by March 2011. This target was recently revised, to take account of the impact of the economic downturn, to reflect an average benefit claimant rate in the NI 153 areas that is 1.5 percentage points lower in Bolsover than within the East Midlands.

Progress to date against the original target is charted below:



Source: Derbyshire County Council

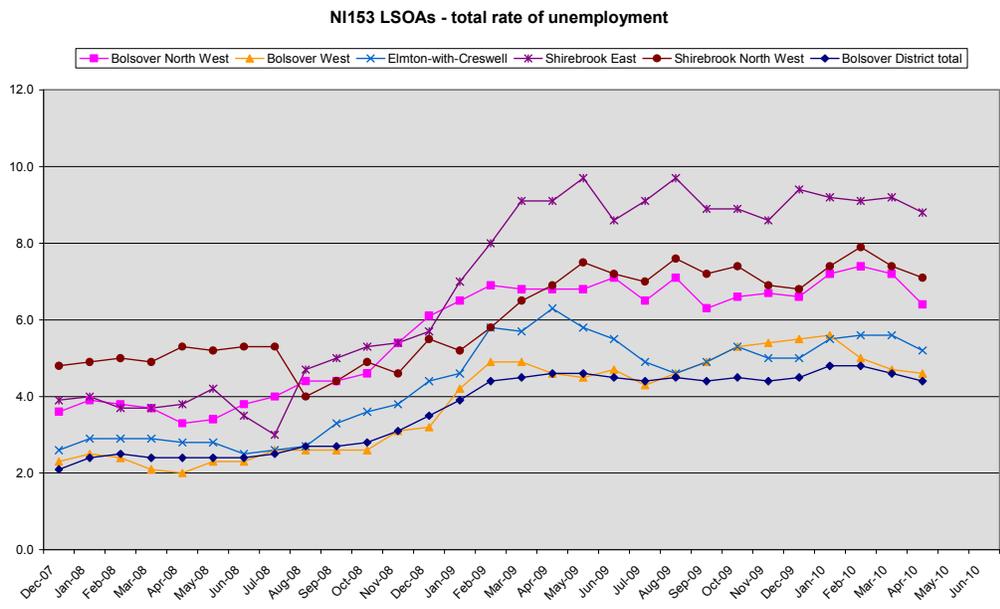
From the February 2007 baseline all areas with the exception of Whitwell initially saw a reduction in their worklessness claimant rate. However, the impact of the economic downturn is now becoming more apparent with all areas experiencing a rising claimant rate. It should be noted that despite this rise, two super output areas have maintained a claimant rate below the

baseline – Elmtton-with-Creswell’s rate for the period ending November 2009 is 25.8% compared with a baseline of 27.7, and Shirebrook North West’s is 32% compared with 33.5.

For the period ending November 2009, the NI 153 claimant rate (average of the 6 areas mentioned above) for Bolsover district was, for the first time, higher than the original baseline of 28.7%. This is in line with the national trend but is a significantly lower increase than that for Derbyshire which is currently 0.9% points above the baseline. This may be a reflection of the successful interventions commissioned by the Core Worklessness Group, and also those implemented outside of the Working Neighbourhoods Fund programme.

Job Seekers Allowance

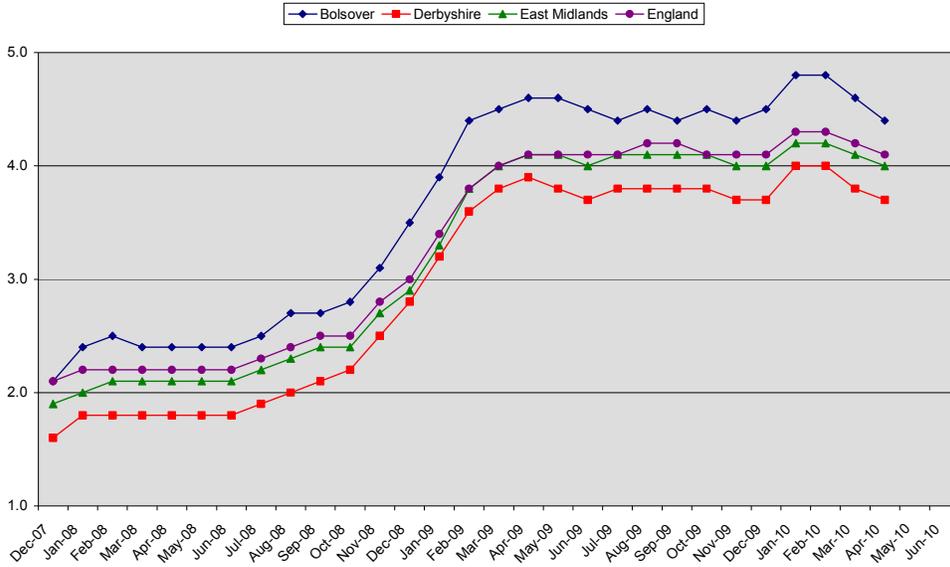
Due to the time lag on the release of NI 153 worklessness claimant data, the use of Jobs Seekers Allowance (JSA) benefit claimant data, which is available on a month by month basis, provides a clearer picture of the impact of the economic downturn on the district. JSA data is only collected at ward level, not Lower Super Output Area level; however the chart below is useful in highlighting the trends across the NI 153 areas. Between December 2009 and March 2010 two wards – Bolsover West and Shirebrook East - showed a decrease in the unemployment rate by 0.9 and 0.2 percentage points respectively. However the rate in all wards has decreased consistently since February 2010 with the exception of Shirebrook East which experienced a minor blip in March.



The chart below shows that the claimant rate peaked across the country as a whole during January and February, with a greater widening of the gap between district and county/regional/national performance. Since February, the unemployment rate has reduced significantly with the performance gap falling to its lowest level since November 2009.

March’s unemployment statistics report produced by Derbyshire County Council (appended to this report) shows that the unemployment rate in Bolsover district in March 2010 was 4.6% compared with 4.5% the previous year. This represents an increase of 44 people and an overall rate of increase of 2.1% - much lower than the same year on year comparison provided in the previous quarterly report for December which represented an increase of 445 people and rate of increase of 28.3%. This suggests that although the unemployment remains high, it is stabilising and not subject to the dramatic increases experienced earlier in the year.

Total rate of unemployment across Bolsover district

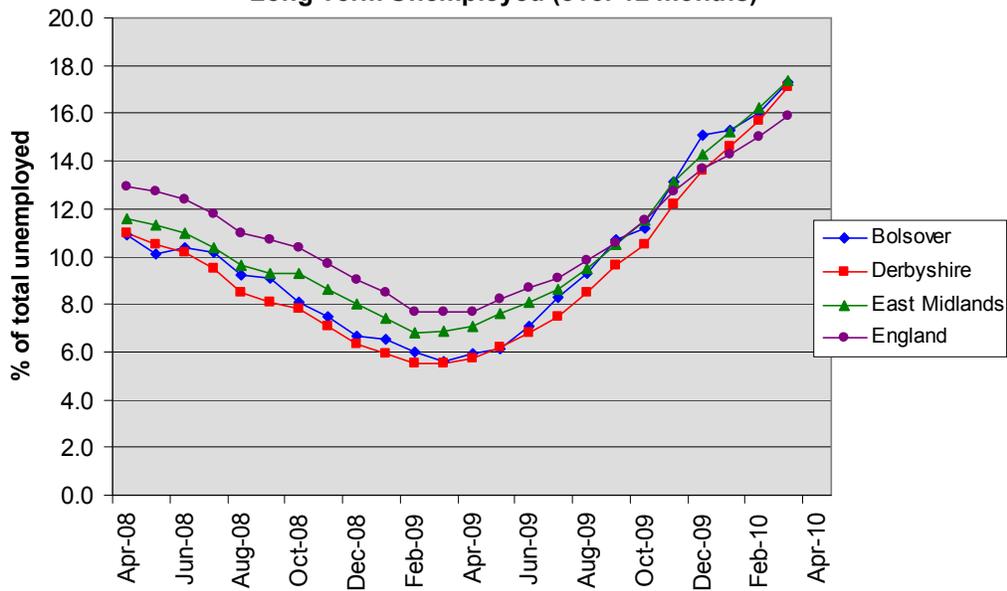


Source: Office for National Statistics (Nomis)

The percentage of long term unemployed people has continued to rise over the last quarter, however the rate of increase in Bolsover is lower than that of Derbyshire and the East Midlands. The gap between district and county/regional performance has closed which suggests that interventions within the district may be lessening the impact of the recession compared with other areas.

Long term unemployed = unemployed for one year or more.

Long Term Unemployed (over 12 months)

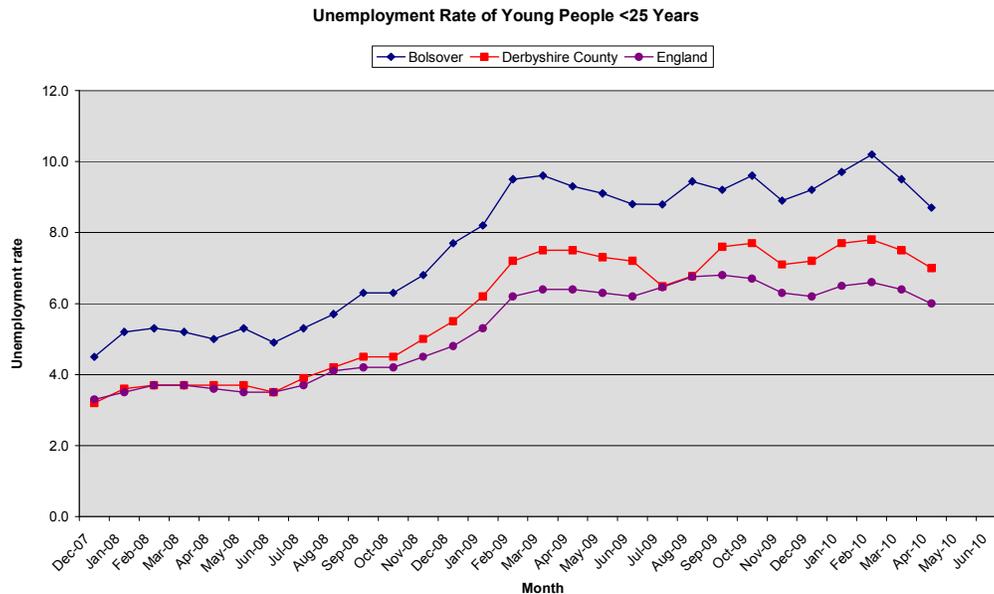


Source: Office for National Statistics (Nomis)

For the same period last year, only 1,005 people 'signed off' with only 38% of those going into employment of 16+ hours per week.

The table below shows the proportion of young people (aged 16-24 years) who are claiming unemployment related benefits.

The youth unemployment rate for Bolsover district is the lowest it has been since January 2009! It worsened across the board from December 2009 and peaked in February 2010 but has since started to decrease. This has been more significant at a district level with the rate falling from 10.2% in February to 9.5 and 8.7% in March and April respectively. This has resulted in the lowest gap between district and county performance since September 2009.

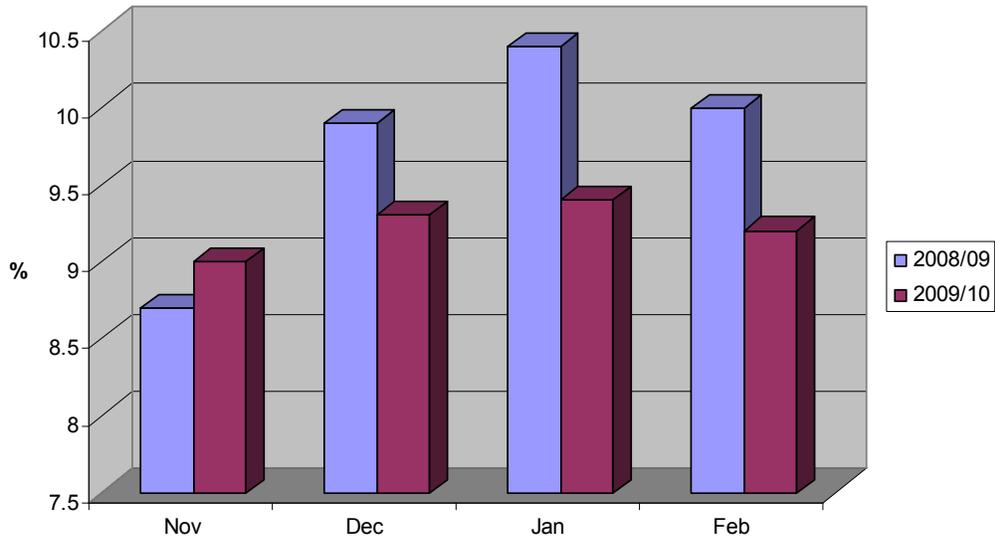


Source: Office for National Statistics (Nomis)

Not in Employment, Education or Training (NEET)

Since December 2009 the proportion of young people who are Not in Employment, Education or Training (NEET) has decreased significantly compared to corresponding months in the previous year. The trend is similar to that of 2008/09 in that the NEET rate increased on a monthly basis from November to January and then reduced in February, however both the values and the variances are far less significant than in 2008/09. This trend is contrary to that of Derbyshire which traditionally increases year on year during December and January.

16-18 Year Old NEETS



Source: Connexions

Outputs

The following table identifies the outputs that have been achieved during Quarter 4 and 2009/10 in total against WNF programme forecasts. Although the focus for the WNF is a reduction in the benefit claimant rates, quantifiable outputs are another way of monitoring the progress of projects and to identify achievements, or areas where additional support may be required.

Output Ref No	Output Description	Q4 Target	Q4 Actual	2009/10 Target	2009/10 Actual
1	No. of unemployed people gaining employment	146	115	321	373
2	No. of 16-18 year olds going into education, training or employment (that were previously NEET)	43	26	108	64
3	No. of adults with learning disabilities moving into employment	3	0	5	0
4	No. of working age population (16 years+) achieving an NVQ (or equivalent) Level 2	20	3	46	14
7	No. of new business start ups	5	2	5	5
8	Jobs created	38	14	44	39
9	Businesses assisted to improve performance	37	39	65	62
13	No. of employees benefiting from training	83	65	103	115
14	No. of transport initiatives to reduce barriers to accessing employment or training	1	1	5	5
15	No. of people benefiting from debt management advice and guidance	110	33	205	46
18	No. of care leavers moving into employment, education or training	12	4	20	10
23	No. of pupils increasing attainment at KS4 - with a focus on English/Maths/Science	17	6	17	6
26	No. of volunteering opportunities created	1	3	9	12
27	No. of people accessing volunteering opportunities	35	56	67	56
29	No. of people on out of work benefits supported with their health needs	35	40	90	45
30	No. of carers receiving a health assessment	5	2	10	2
31	Jobs Safeguarded	15	11	27	23

The table above shows that projects have reported a collective outcome of 115 people gaining employment during the period January to March 2010, bringing the total for the year to 373. This was against a forecast of 321 representing 116% achievement against forecast. During Quarter 4 (January - March 2010), 1,100 people 'signed off' the unemployment benefit claimant register in Bolsover district and 465 (42.3%) of these went into work of 16+ hours per week. The number of people assisted into work through WNF interventions could therefore account for up to 25% of the total number of people finding work during Quarter 4.

NB. Any underperformance against targets in 2009/10 has been negotiated with individual projects and targets for forthcoming years have been increased in order to maintain project lifetime targets

Project Activities and Achievements

Project Title and Description of Initiative	£ WNF	Quarter 4 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 has expanded 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 FEI 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.</p>	<p>Lifetime WNF Approved: £348,797</p> <p>2009/10 WNF Approved: £172,074</p> <p>2009/10 WNF Actual: £147,294 (86% spend achieved)</p> <p>Overall the project has reported an underspend of £24,780. This relates to the Practice Nurse element of the project. Approval to carry forward the underspend and increase the ‘training for beneficiaries’ budget has been given by the LSP Technical Group to assist with increased demand for training from clients.</p>	<table border="1" data-bbox="1157 334 1879 857"> <thead> <tr> <th>Output</th> <th>Target</th> <th>Actual</th> </tr> </thead> <tbody> <tr> <td>Unemployed people gaining employ’t</td> <td>214</td> <td>223</td> </tr> <tr> <td>NEETs going into EET</td> <td>48</td> <td>21</td> </tr> <tr> <td>Adults with learning disabilities moving into employment</td> <td>5</td> <td>0</td> </tr> <tr> <td>People (16+) gaining NVQ2</td> <td>36</td> <td>13</td> </tr> <tr> <td>People benefiting from debt advice</td> <td>105</td> <td>6</td> </tr> <tr> <td>Care leavers gaining employment</td> <td>15</td> <td>0</td> </tr> <tr> <td>People on out-of-work benefits supported with health needs</td> <td>50</td> <td>14</td> </tr> <tr> <td>Carers receiving health assessment</td> <td>10</td> <td>2</td> </tr> </tbody> </table> <p>Achievement against target outputs for the year has been varied. The number of people gaining employment has been exceeded; a significant achievement given the economic challenges that are currently being faced. Targets in relation to the practice nurse have been lower than anticipated and plans for strengthening the referral process from advisers are underway.</p> <p>It has been agreed with the project lead that targets for 2010/11 will be increased so that lifetime targets remain the same. CRT has recently implemented a sophisticated client management system which will make the process of collecting and reporting outcomes much easier. The project lead is therefore confident that increased targets in 2010/11 can be met.</p>	Output	Target	Actual	Unemployed people gaining employ’t	214	223	NEETs going into EET	48	21	Adults with learning disabilities moving into employment	5	0	People (16+) gaining NVQ2	36	13	People benefiting from debt advice	105	6	Care leavers gaining employment	15	0	People on out-of-work benefits supported with health needs	50	14	Carers receiving health assessment	10	2
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<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>Lifetime WNF Approved: £55,350</p> <p>2009/10 WNF Approved: £27,400</p> <p>2009/10 WNF Actual: £27,400 (100% spend achieved)</p>	<p>The total number of enquiries received for outreach services for the year 2009/10 was 2603 against a target of 2750 (95%). 3 volunteering opportunities were created against a target of 4. 46 Disability Living Allowance appointments were fulfilled during Quarter 4.</p> <p>A long standing volunteer was lost during the quarter and it is anticipated that CVP will assist in filling this vacancy. The project has reported that a growing issue is the number of tribunals that are being taken on. At the end of March 2010, 98 tribunals were pending at Shirebrook. This is mainly due to the new Employment and Support Allowance which is creating problems. In response to this, DUWC are intending to make a bid to the Big Lottery for a dedicated tribunal worker.</p>
<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: £46,183</p> <p>2009/10 WNF Actual: £45,063 (98% spend achieved)</p>	<p>The project had reported that a total of 115 people had accessed a volunteering opportunity during 2009/10. However, following an audit of the project, it transpired that this number represented the number of people that had been supported by the project rather than those that had been placed in a volunteering placement. This has since been reduced down to 38 meaning that the project has underperformed against its key target. Underperformance against profile in 2009/10 has been balanced across the lifetime of the project by increasing targets in 2010/11 and 2011/12 accordingly.</p> <p>The project has successfully created 9 new volunteering opportunities against a target of 5. As reported last quarter, 1 volunteer has moved into paid employment; this was with CVP. However this is against a target of 5; an indication that the time to move people into employment is taking much longer than anticipated. Targets for subsequent years have been increased accordingly; although a tall order, it can be assumed that progression into employment is more likely to take place towards the end of the project.</p>

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		<p>Volunteers have expressed interest in attending Adult Education courses around computers and first aid and the VCI passport. The recently approved 'Raising aspirations' project will assist with this demand.</p> <p>A total of 21 people have successfully completed the VCI passport scheme (against a target of 25). Targets have been re-profiled and the project lead is confident that the lifetime target of 125 can be achieved.</p>																					
<p>Ways to Work (08-06), Derbyshire Rural Community Council</p> <p>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>2009/10 WNF Actual: £46,051 (89% spend achieved)</p> <p>Project underspend of £5952 has been carried into 2010/11 at the request of the project manager to assist with additional staff resource and taxi/bus vouchers for clients.</p>	<p>Outputs Achieved in 2009/10:</p> <table border="1" data-bbox="1157 594 1749 1070"> <thead> <tr> <th></th> <th>Target</th> <th>Actual</th> </tr> </thead> <tbody> <tr> <td>Unemployed people gaining employment</td> <td>35</td> <td>87</td> </tr> <tr> <td>NEETs going into EET</td> <td>4</td> <td>5</td> </tr> <tr> <td>Jobs created</td> <td>1</td> <td>2</td> </tr> <tr> <td>Businesses assisted to improve performance</td> <td>5</td> <td>11</td> </tr> <tr> <td>No. of employees benefiting from training</td> <td>8</td> <td>34</td> </tr> <tr> <td>No. of care leavers moving into employment</td> <td>2</td> <td>2</td> </tr> </tbody> </table> <p>The project has been extremely successful in 2009/10 with all outputs being significantly exceeded. Bolsover continues to benefit considerably from the CRT funded Wheels to Work (moped loan) scheme which has complemented the WNF Ways to Work Scheme.</p> <p>Ways to Work is also linking up with the new Bus to Work project which is providing transport to Tesco in response to the recent expansion of the distribution centre in Barlborough by administering the bus vouchers and providing passengers personalised travel information.</p>		Target	Actual	Unemployed people gaining employment	35	87	NEETs going into EET	4	5	Jobs created	1	2	Businesses assisted to improve performance	5	11	No. of employees benefiting from training	8	34	No. of care leavers moving into employment	2	2
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<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 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>Lifetime WNF Approved: £97,168</p> <p>2009/10 WNF Approved: £26,721</p> <p>2009/10 WNF Actual: £15,462 (58% spend achieved)</p> <p>Approval to carry forward £6656 underspend from the consultancy budget into 2010/11 has been approved. Remaining underspend of £4063 will be returned to the CWG's allocation of the WNF.</p>	<p>The Shirebrook Development Briefs document has now been completed and endorsed by the Executive Committee. Discussions and meetings are on-going with the Homes and Communities Agency in relation to the Local Brownfield Land Strategy.</p> <p>Discussions have been held with a retail store operators agent for a site in South Normanton to discuss proposals and possible land transactions, including council owned land. The final drafts of the Public House Feasibility Study have been received and the post holder will be involved in the analysis of the documents and proposals.</p> <p>Marketing and PR continues within input to the Bolsover Business Investment project which is due for completion in June 2010. The post holder's current Work Plan has been provided which details work undertaken so far and planned activities. It is available from the Economic Development department upon request.</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>2009/10 WNF Actual: £65,297 (83% spend achieved)</p> <p>£3000 underspend from 2009/10 has been approved as carry forward into 2010/11 to cover</p>	<p>This programme has made excellent progress, despite difficulties earlier in the year to generate enough referrals. The programme has achieved its target of 5 business starts and enters 2010/11 with a significant number of active clients. The table below charts progress against targets in 2009/10:</p> <table border="1" data-bbox="1152 1089 1829 1398"> <thead> <tr> <th></th> <th>Target</th> <th>Actual</th> </tr> </thead> <tbody> <tr> <td>Initial contacts</td> <td>95</td> <td>87</td> </tr> <tr> <td>Engagement phone calls</td> <td>74</td> <td>63</td> </tr> <tr> <td>1-2-1 meetings</td> <td>51</td> <td>53</td> </tr> <tr> <td>Businesses trading</td> <td>5</td> <td>5</td> </tr> <tr> <td>Clients in other work</td> <td>2</td> <td>5</td> </tr> </tbody> </table>		Target	Actual	Initial contacts	95	87	Engagement phone calls	74	63	1-2-1 meetings	51	53	Businesses trading	5	5	Clients in other work	2	5
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<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).</p>	<p>Lifetime WNF Approved: £795,000</p> <p>2009/10 WNF Approved: £164,052</p> <p>2009/10 WNF Actual: £121,586 (74% spend achieved)</p> <p>Underspend of £42,466 has been carried forward into 2010/11 at the request of the project manager in order to fund additional engagement activities in Quarter 1. Taking into account that the project was delayed by approximately 5 months, to achieve 74% spend is very encouraging and there are no concerns regarding spend in 2010/11.</p>	<p>Despite the project not starting until October/November 2009, as opposed to June 2009, good progress has been made against targets with an overall 41% EET progressions throughout the year from those that have been supported.</p> <p>All outputs that have not been achieved in this financial year have been added onto later years' targets to maintain the overall lifetime targets. Outputs achieved by the project to the end of March 2010:</p> <table border="1" data-bbox="1152 833 1915 1390"> <thead> <tr> <th></th> <th>Target</th> <th>Actual</th> </tr> </thead> <tbody> <tr> <td>16-18 yr olds going into EET</td> <td>50</td> <td>31</td> </tr> <tr> <td>Jobs created</td> <td>5</td> <td>3.5</td> </tr> <tr> <td>Care leavers moving into employ't</td> <td>3</td> <td>8</td> </tr> <tr> <td>Pupils increasing attainment at KS4</td> <td>17</td> <td>6</td> </tr> <tr> <td>People working towards an NVQ2</td> <td>5</td> <td>0</td> </tr> <tr> <td>Pupils attending motivational events</td> <td>100</td> <td>76</td> </tr> <tr> <td>NEET teenage parents supported</td> <td>10</td> <td>19</td> </tr> <tr> <td>Teenage parents into EET</td> <td>3</td> <td>0</td> </tr> <tr> <td>16-18 yr NEET for 6 months + supported</td> <td>10</td> <td>14</td> </tr> <tr> <td>16-18 yr old NEET for 6 months into EET</td> <td>0</td> <td>1</td> </tr> <tr> <td>NEETs with drug/alc. issues supported</td> <td>6</td> <td>12</td> </tr> <tr> <td>NEETs with drug/alc. problems into EET</td> <td>3</td> <td>6</td> </tr> <tr> <td>Care leavers and children in care supported</td> <td>32</td> <td>43</td> </tr> <tr> <td>Homeless people supported</td> <td>24</td> <td>19</td> </tr> <tr> <td>Homeless people progressed into EET</td> <td>4</td> <td>2</td> </tr> </tbody> </table>				Target	Actual	16-18 yr olds going into EET	50	31	Jobs created	5	3.5	Care leavers moving into employ't	3	8	Pupils increasing attainment at KS4	17	6	People working towards an NVQ2	5	0	Pupils attending motivational events	100	76	NEET teenage parents supported	10	19	Teenage parents into EET	3	0	16-18 yr NEET for 6 months + supported	10	14	16-18 yr old NEET for 6 months into EET	0	1	NEETs with drug/alc. issues supported	6	12	NEETs with drug/alc. problems into EET	3	6	Care leavers and children in care supported	32	43	Homeless people supported	24	19	Homeless people progressed into EET	4	2
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<p>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 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 2 – supporting 16-18 year olds that are NEET – has significantly contributed to the year on year and month on month improvement in the NEET statistics for Bolsover District in December January and February – Dec 08 9.9% (196) Dec 09 9.3% (167), Jan 09 10.4% (194) Jan 10 9.4% (160), Feb 09 10% (160) Feb 10 9.2% (147) – please note the total cohort changes from month to month and therefore affects the % as against the actual number of NEET.</p> <p>A detailed progress report of activity over Quarter 4 has been provided by the project manager and this is available from the partnership team if requested.</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>2009/10 WNF Actual: £39,500 (96% spend achieved)</p> <p>£1800 underspend has been returned to the LSP's allocation of the WNF</p>	<p>At the end of March 2010:</p> <ul style="list-style-type: none"> ▪ 24 placements had been made (against a target of 30) ▪ 16 of these placements were for over 13 weeks in duration ▪ 14 have been completed and 10 are ongoing ▪ 7 placements have resulted in full time employment to date ▪ 51 Bolsover businesses are registered with the project (businesses range in size from 3 employees to 250+, covering sectors from construction to online retail companies) ▪ 201 graduates have been directly engaged with the project. The majority of these are from East Midlands based universities ▪ In addition to the placements reported on above, 3 Bolsover graduates have been placed in the periphery of the district, in Pepper IT (Alfreton) and Fusion Provida (S41 9PZ) <p>The project will continue in 2010/11 as a result of the Employment and Enterprise Action Group recommending activity for a further year. Targets for 2010/11 include 30 placements (plus 6</p>

Project Title and Description of Initiative	£ WNF	Quarter 4 Progress												
<p>Free Legal Advice (08-13), Chesterfield Law Centre</p> <p>The project will give people living in the District of Bolsover access to Chesterfield Law Centre's specialist free legal services in social welfare law – employment; housing, housing debt (including prevention of homelessness).The service will include representation at Court and Tribunal as required. In addition to taking referrals from other agencies (for example Housing services) the project will provide daily access via telephone, text phone and internet based access when an initial assessment of the issue will be undertaken. In addition, clients with enquiries about their employment, loss of employment, conditions of work and wages will get specialist employment advice via a dedicated telephone service</p>	<p>Lifetime WNF Approved: £54,556</p> <p>2009/10 WNF Approved: £14,416</p> <p>2009/10 WNF Actual: £14,416 (100% spend achieved)</p>	<p>additional placements to make up for underperformance in 2009/10), 50 businesses and 200 graduates assisted.</p> <p>Client referrals to the outreach service, and the number of people using the employment telephone helpline, have both been lower than anticipated as shown below:</p> <table border="1" data-bbox="1157 451 1864 678"> <thead> <tr> <th></th> <th>Target</th> <th>Actual</th> </tr> </thead> <tbody> <tr> <td>No of people benefiting from debt advice</td> <td>70</td> <td>40</td> </tr> <tr> <td>No. of people accessing volunteering opportunities</td> <td>4</td> <td>1</td> </tr> <tr> <td>No of clients using the telephone advice line</td> <td>233</td> <td>69</td> </tr> </tbody> </table> <p>Two areas of Chesterfield Law Centre's services that are not being fully taken up and are causing some concern are:</p> <ol style="list-style-type: none"> 1. Employment advice line – this is taking longer to embed and will need to be reviewed again once the marketing strategy is fully implemented 2. Creswell – appointments in this area are proving more difficult and needs to be closely monitored. <p>Negotiations with the Law Centre will take place to establish revised targets for 2010/11</p>		Target	Actual	No of people benefiting from debt advice	70	40	No. of people accessing volunteering opportunities	4	1	No of clients using the telephone advice line	233	69
	Target	Actual												
No of people benefiting from debt advice	70	40												
No. of people accessing volunteering opportunities	4	1												
No of clients using the telephone advice line	233	69												
<p>Bolsover Apprenticeship Programme (08-14), Bolsover District Council</p> <p>The Bolsover Apprenticeship Programme will create 75 apprenticeships places employing Bolsover residents from January 2010 to June 2012 targeting young people not in employment, education or training (NEETs) and unemployed residents in the most deprived areas of the district.</p> <p>Working in close collaboration with key partner organisations, Bolsover District Council (BDC) will</p>	<p>Lifetime WNF Approved: £1,230,924</p> <p>2009/10 WNF Approved: £6,684</p> <p>2009/10 WNF Actual: £ (% spend achieved)</p>	<p>Over the last quarter the number of apprentices on programme has grown to 27.</p> <p>Of these seven are 16 – 18 years old and are deployed within leisure, HR, finance and on reception at Sherwood Lodge.</p> <p>20 have been employed via JCP and are 18+, have been on benefits and are part funded under Future Jobs Fund. They have been placed with the Royal Hospital, Derbyshire PCT and SNaP.</p> <p>Over the next quarter</p> <ul style="list-style-type: none"> ▪ A further 25 apprentices will be recruited and placed 												

Project Title and Description of Initiative	£ WNF	Quarter 4 Progress
<p>recruit 15 x 16 – 18 year old NEETS/potential NEETS for up to 18 months to an ‘in house’ apprenticeship programme. The programme will also create 60 apprenticeship opportunities for 18-24 year olds and 25+ from unemployment ‘hotspot’ wards. This will enable public and third sector partners to utilise an apprentice to assist their workforce in delivering services to local communities.</p>	<p>Although project spend has occurred, FJF is paid up front, hence the reason why WNF spend is currently zero. The majority of WNF spend will occur in 2010/11 and 2011/12.</p>	<ul style="list-style-type: none"> ▪ An event for partners and all apprentices will be held ▪ Increasing the number of interested partners and securing enough placements for apprentices. ▪ Agreeing additional internal placements for 16-18s ▪ Recovering partner contributions. ▪ Development of an apprentice / supervisor handbook and training passport.
<p>Bolsover Financial Inclusion Project (08-15), Community Voluntary Partners</p> <p>This project will deliver the Bolsover District Financial Inclusion Strategy agreed by the LSP covering the period 2009-2014. It is designed to reduce levels of financial exclusion in the district by:</p> <ul style="list-style-type: none"> • Employing a Co-ordinator (Financial Inclusion Champion) who will be responsible for improving the co-ordination of financial inclusion activity in the district; facilitating the Financial Inclusion Forum; delivering the activities and interventions identified in the Bolsover Financial Inclusion Strategy (R1); linking with county, regional and national activities, programmes and strategies; identifying additional funding and ensuring the ongoing sustainability of the project • Increase access to free and impartial advice through the creation of an Advice Consortium; employment of an Advice Consortium Development Worker, Benefits Advice Worker and Debt Advice Worker; and delivering the activities and interventions identified in the Bolsover Financial Inclusion Strategy (R2) • Increase access to affordable credit and financial services through the creation of a Financial Services Group; employment of a Financial Services Development Worker; delivering the 	<p>Lifetime WNF Approved: £368,978</p> <p>2009/10 WNF Approved: £51,888</p> <p>2009/10 WNF Actual: £12,786 (25% spend achieved)</p> <p>This underspend has resulted because of the delayed appointment of staff. A revised budget for 2010-12 has been submitted which forecasts an overall project underspend in the region of £16K.</p>	<p>The project encountered delays earlier this year due to a poor response to the initial recruitment campaign. All posts were re-advertised and from April 2010 the following posts commenced:</p> <ul style="list-style-type: none"> ▪ 1 FTE Financial Inclusion Project Manager ▪ 2 FTE Financial Inclusion Development Workers ▪ 1 FTE Benefits Advice Worker ▪ 1 FTE Debt Advice Worker <p>CVP has been unable to recruit a part-time Financial Capability Development Worker and it is proposed that this gap will be addressed by using sessional workers for the delivery of the education element, utilising the two generic development workers and negotiating a joint programme for personal finance education with RBS, Lloyds and the FSA Moneymade clear.</p> <p>Plans for the period April – June 2010 are to:</p> <ul style="list-style-type: none"> ▪ Induct staff ▪ Launch the financial inclusion forum ▪ Launch a financial inclusion newsletter ▪ Commence a monthly financial inclusion e-bulletin ▪ Establish the first one stop shop ▪ Organise 1 benefit maximisation campaign ▪ Establish 1 new credit union collection point ▪ Recruit 30 new credit union members ▪ Establish 1 new school saver club ▪ Provide debt advice to 40 people ▪ 15 volunteering opportunities created and accessed

Project Title and Description of Initiative	£ WNF	Quarter 4 Progress
<p>activities and interventions identified in the Bolsover Financial Inclusion Strategy (R3)</p> <ul style="list-style-type: none"> Increasing the capacity of local people to make informed financial decisions through the creation of a Personal Finance Education Group; employment of a PFEG Development Worker; delivering the activities and interventions identified in the Bolsover Financial Inclusion Strategy (R4) 		<p>The project has had some good outcomes in the relatively short time it has been operational. Jon O' Neil, the Financial Inclusion Champion, is presenting to the LSP's Executive Support Group in June 2010.</p>
<p>Bolsover Employment and Training Initiative (BETI) (08-16), Derbyshire & Nottinghamshire Chamber of Commerce</p> <p>The overall aim of the Employer Engagement project is to respond to the needs of local employers and inward investors, by matching their recruitment requirements with the skills of local people. The project will also support and identify training opportunities for local unemployed people.</p> <p>This will be achieved through the appointment of two posts that will add value and enhance existing provision available through Job Centre Plus, Bolsover District Council and the Family Employment Initiative.</p> <ol style="list-style-type: none"> 1. Training Co-ordinator – this post will be based at the FEI and will respond to the needs of local, unemployed people by co-ordinating and brokering relevant training and utilising an existing training budget made available through the Working Neighbourhood Fund. Job ready clients will be referred to the: 2. Business Engagement Officer – this post will be based at the Chamber offices and will work with inward investors and indigenous businesses to 	<p>Lifetime WNF Approved: £164,257</p> <p>2009/10 WNF Approved: £22,752</p> <p>2009/10 WNF Actual: £7,234 (32% spend achieved)</p> <p>LSP Technical Group approved carry forward of £15,518 underspend into 2010/11 and 2011/12 to fund gateway training courses.</p>	<p>The Employer Engagement project – renamed BETI (Bolsover Employment and Training Initiative) had a late start due recruitment problems staff. However, two members of staff are now in post:</p> <p>Dana Tighe – Business Engagement Officer – started 15 Mar 10 Jane Conneely – Training Co-ordinator – started 12 Apr 10.</p> <p>Despite the late start, the project is making good progress and the following activities have been delivered:</p> <ul style="list-style-type: none"> In order to provide clients with numeracy and literacy level 1 certification and identify future training needs all clients will be invited to undertake an online L&N diagnostic delivered on a 1-2-1 basis by the Training Co-ordinator. A meeting with the WNF funded 29A project has taken place to agree the referral mechanism for logistics training and BETI information sessions to 29A employees and potential inward investors. The Training Co-ordinator recently attended the FEI Bolsover Extravaganza to meet locals and this was well attended. A further meeting with a local new pub landlord has been arranged to discuss immediate and long term training and employment needs. The Training Co-ordinator has met individually with all FEI Advisers to understand the needs of their client portfolios and has work shadowed Advisers to gain an understanding of their role.

Project Title and Description of Initiative	£ WNF	Quarter 4 Progress
<p>increase opportunities for Bolsover residents to access employment opportunities. The Officer will liaise directly with the Training Co-ordinator and the JC+ Advisers in order to address training needs of individuals and market 'job ready' clients to prospective employers.</p>		<ul style="list-style-type: none"> Potential job opportunities are currently being explored at Chesterfield Football Club.
<p>Making the Connection (Tesco) (08-17), Nottinghamshire County Council This project was initiated at short notice in response to Tesco recruitment campaign at the distribution centre in Balborough where approximately 400 jobs are to be created during January – March 2010 in assembly, packing and other non-food activity.</p> <p>The project provides Pre-employment Gateway training courses which give local unemployed people the opportunity to access a short (1 week) pre-interview training course. Suitability of the clients for these vacancies is ensured by an Open Day assessment process. Clients who pass the Open Day assessment enter the training course and are guaranteed a job interview with Tesco following completion. Clients who do not pass the open day assessment are referred to Phoenix Training or other sources of information, advice and guidance (IAG).</p>	<p>Lifetime WNF Approved: £10,000</p> <p>2009/10 WNF Approved: £10,000</p> <p>2009/10 WNF Actual: £6932 (69% spend achieved)</p> <p>£3068 underspend will be returned to the CWG's allocation of the WNF</p>	<p>A total of 221 Bolsover residents were referred to the Gateway open days, of which a total of 61 were selected to go on the pre-employment gateway training. Bolsover residents represented 32% of the total number of participants (189). Remaining participants came from Chesterfield (51%), Clay Cross/North East (6%), Worksop/Bassetlaw (4%) and Derby/Alfreton/Hearon/Long Eaton (6%). A total of 138 participants completed the gateway training and were forwarded for interview by Tesco.</p> <p>The latest interview data received by JCP from Tesco show that a total of 65 Bolsover residents have to date secured employment with Tesco. It is unclear at this stage what proportion of those 65 were gateway clients. JCP are also working to identify how many of the 65 were previously unemployed.</p>

Case Studies

Case studies are an effective means of communicating real life successes to demonstrate the actual impact of project delivery to the every day lives of local people. As well as providing statistics on the outputs achieved and the progress of individual projects quarterly, we will also be providing case study information for projects that have been funded through the Working Neighbourhoods Fund within each quarterly update report.

In this report, we have case studies from 9 WNF initiatives that have been working hard over the last three months to make a real difference to people's lives.

Case Study – Family Employment Initiative

Case Study – Derbyshire Unemployed Workers Centres

Case Study – Bolsover Volunteering Project

Case Study – Ways to Work

Case Study – Work for Yourself

Case Study – Bolsover Infrastructure Development Officer

Case Study – Raising Aspirations (Connexions)

Case Study – Hot Prospects

Case Study – Bolsover Apprenticeship Programme

Case Study - Family Employment Initiative



After the company Kim Townsend worked for went bankrupt in December 2008 she came to the Family Employment Initiative looking for help and guidance with exploring her options.

Kim had extensive experience and was a highly qualified painter and decorator and after several meetings with her Community Employment Advisor (CEA) and her Dad, Kim decided she would like to become self employed.

Upon researching this idea they found that The Princes Trust was offering free courses in Business Start Up, on to which Kim enrolled. During this time the CEA set about helping Kim design her first flyer to promote the new business.

Now, through hard work and determination 'Feminine Touch Decorators' is rolling on and blossoming. With 75% of business coming by word of mouth, Kim had to turn work down last year, due to the high demand and so hopes to take on an apprentice in the spring!

Kim says: *"I would be quite willing and honoured to carry your logo on the side of my vehicle for all the help and support you have given me"*

Case Study - Derbyshire Unemployed Workers Centre

In mid October, 55 year old Miss A visited us at our Bolsover outreach. She had been in receipt of Income Support for quite some time due to suffering from anxiety and depression. Back in April Miss A had informed the Dept for Work & Pensions (DWP) that she was moving house. She was asked to provide information about her new address and various other pieces of information on her circumstances. At the end of the month she checked her bank account and discovered that the Income Support payments had stopped. She contacted Bolsover Job Centre who informed her that the payments had stopped because she failed to provide the correct information on the amount of savings that she had in the bank. She had provided an ATM printout, but this was deemed to be inadequate. Miss A protested that she had never been contacted by the relevant section informing her of a problem with the information supplied. An adviser from Bolsover Job Centre contacted the Income Support section and ascertained that as long as current bank statements were provided then her entitlements could be re-instated – she did this without delay. A few weeks went by without any written or verbal contact from the DWP. Miss A became more anxious and depressed. She began making numerous telephone calls to the DWP but without any success.

Our adviser wrote to the Customer Relations Manager at Chesterfield Job Centre making a formal complaint about Miss A's treatment. Questions were asked on why her Income Support had been stopped so suddenly without a written explanation and why a vulnerable person had been left without income for so long. The letter pointed out that the DWP had a duty of care which they had failed to implement. A reply was received a week later. This was in the form of a full written apology and highlighted the errors and mistakes made by the Departments concerned. There were no grounds for suspending Miss A's Income Support over the issue of her savings and her entitlement should have continued being paid while the issue was resolved (she never did have enough savings to affect her entitlement). She had also been misadvised when the DWP had earlier told her to make a claim for Employment and Support Allowance – her condition meant that Income Support was her entitlement. The letter stated that money owed to Miss A would be paid in to her bank account within a couple of days. We were also informed that the DWP were considering making a compensation payment to her because of the distress caused. Miss A was pleased and surprised at how quickly our adviser sorted out her problem and was very grateful for the support.

Case Study - Bolsover Volunteering Project

Vol21 is a 42 year old female referred to the Bolsover Volunteering project by JCP in September 2009. Vol21 has been out of full time employment for 11yrs whilst bringing up her children. She had undertaken some part time and seasonal work, but was now keen to return to full time employment. The original referral from JCP stated that she was looking for office work so was keen to volunteer in an administrative position, and had recently undertaken some training in Clait and text pro. However, after completing the registration form and going through a personal development plan it became clear that her real interest lay in a childcare environment. Vol21 advised that she had previously worked as a dance tutor and kids club leader prior to raising her family and had a desire to return to this type of work by training as a class room assistant. She was looking to volunteering as a way to regain her confidence by working in a childcare setting and gaining valuable experience.

Vol21 had no access to private transport so we limited the search to childcare opportunities within the local area and an opportunity was identified within Shirebrook Children's centre. I advised the client about children's centres, the types of activities they carry out and the varied volunteer roles that they offer. I also discussed the opportunity to enrol on the VCI Passport training provided through CVP and Derbyshire County council, which is recognized by DCC as something that all people volunteering with children should strive to achieve. Furthermore, I also provided her with a copy of the JCP booklet on volunteering and her obligation to advise JCP when she starts volunteering and to keep records of all receipts.

Following a discussion around availability/commitment, experience and what she wanted to achieve through volunteering Vol21 took the decision that she would like to speak with the Volunteer co-ordinator for Children's centres to discuss the opportunity further and have a look around the Centre. I contacted the co-ordinator with Vol21 present and arranged for an informal meeting.

Since then Vol21 has accepted a voluntary position helping out at sessions with Shirebrook Children's centre, and has successfully completed the VCI passport scheme, which she really enjoyed. She is also undergoing some crèche training with the children's centre. Vol21 has enjoyed volunteering within the Children's centre so much that she is trying out other roles and has recently taken on an additional volunteer role at Whaley Thorns Children's centre as an assistant librarian, which draws on some of the administrative skills she has as well as providing her with an opportunity to gain practical experience of interacting with and supporting young children and their parents. Vol21 has gained a lot of confidence as a result of volunteering, through opportunities to interact with other adults and the experience of working with a team. Vol21 believes that as she continues to develop within her volunteering role and gain further experience, she will achieve her goal of gaining employment in a childcare setting.

Case Study - Ways to Work

Joanne achieved a place on the Bolsover Apprenticeship Programme, working in the Leisure Services department. Joanne lives in South Normanton and the Apprenticeship means she is based across the county at different leisure centres. There are no suitable buses running at the times she needs to get to work, so Ways to Work has been able to help Joanne by supporting her with the cost of getting to work. Specifically, the client allowance of £200 has been used to contribute to fuel costs for Joanne's father, who is currently unemployed, to drive Joanne to and from work enabling her to work early morning, late evening and weekend shifts.



Case Study - Work for Yourself

A local Clowne entrepreneur is sharing his skills with other companies and sole traders to help them focus on growing their businesses rather than getting bogged down in backroom paperwork.

Mike Wain has launched Mike-ro-soft Office Solutions to manage every aspect of business administration. Clients have maximum flexibility with the company providing on-line and phone services and bases in both Clowne and Portland College (near Mansfield). With use of the professional and fully equipped reception, office, meeting rooms and conference suite at the College, Mike can cater for every business need and he is also a qualified bookkeeper and Microsoft Office specialist.

Mike said, "This is a virtual office that provides everything from marketing and promotion to bookkeeping and routine paperwork. Clients can just give me a bundle of invoices or receipts and I will do their books. I can produce their business correspondence over the phone. There is even an on-line diary service with phone reminders so that my clients never miss crucial appointments. Using technology such as databases, spreadsheets and the internet have become key to running professional businesses.

"Having already built up a previous successful business, I completely understand all the pressures it can bring. There are lots of small businesses that want to expand but don't want to commit to additional expense. By using me, they avoid making a big outlay."

Mike had to give up his previous retail business when he moved to France for years of specialist treatment to reduce the progression of his Parkinson's disease. "It worked for me and I re-gained my mobility," said Mike. "Although I am well-qualified, my health condition still seemed to be a barrier to getting a job. Now, after several years on benefits, life has taken a new turn. I was married earlier this year, have taken time to upgrade my skills and am completely ready for this new venture. I'm a fighter - you just have to get on with life. I want to re-gain my pride and respect."

Commenting on the Work for Yourself programme, Mike said, "My Business Adviser was very helpful: really knowledgeable, gave me some additional ideas and helped me test my business plan."

Mike is already working to develop his business. Further qualifications to offer additional accountancy services and advice are underway and he is keen to offer employment opportunities to others who have health problems. He said, "I want to provide for my new family rather than just live on charity and hand-outs."

Case Study - Raising Aspirations (Connexions)

Shirebrook Village Hall was the venue recently for 24 young people from Shirebrook, all hoping to find out about the wide range of training, Apprenticeship and job related job opportunities open to them locally.

Fun job-related activities, such as manicures, hand massages and music mixing were also the order of the day, giving young people the chance to 'have a go' and get inspired about their career.

Chesterfield College, Derbyshire and Nottinghamshire Chamber of Commerce, and West Nottinghamshire College together with Connexions Derbyshire Personal Advisers were amongst the host of organisations offering careers information, advice and guidance on the day. The event aimed to raise awareness of local opportunities for young people who are most in need of support.

Sarah Hayes, 18 from Shirebrook said "I've been out of work for 6 months; I've come along with my mum, who's been a great support, to find out about childcare Apprenticeships. I've found today really helpful".

Leigh-Anne Edel Alvey, 16 also from Shirebrook, said "I'm doing Health and Social care at West Nottinghamshire College and wanted to find out about BTEC Science at Chesterfield College as I'd like to go into nursing and this course would really help".

"We were delighted with the response and interest from young people; talking to all the organisations who attended, feedback was very positive with nine young people attending taster courses at West Nottinghamshire College, two young people have gained interviews for apprenticeships and two young people are looking to start an E2E course in Mansfield. We're going to be running lots more events across the District and would encourage any local businesses, training providers and of course, young people, to get in touch and find out more"
Clare Talati, Raising Aspirations project manager.

Case Study - Hot Prospects

Adam Gross graduated from Birmingham City University in May 2009, and returned to his hometown in Bolsover District unsuccessful in securing employment. Adam went through the traditional channels for job searching, but struggled to find appropriate opportunities. That is, until *HotProspects in Bolsover* called.

HotProspects contacted Adam in regards to a B2B business development executive role at Arc in January 2010. ARC Technology Distribution is a long established and successful IT distribution company in the district. With just 35 employees, Arc produced 14.6 million in turnover in 2009, making them an ideal organisation to offer excellent career progression for local graduates.

Adam was put forward to Arc for consideration for the role, and supported through the application process until his successful placement with Arc in March. Reflecting on his experience of the *HotProspects in Bolsover* service Adam states: "HotProspects gave me everything I could ask for from a recruitment service. They found me relevant interviews, offered advice and support, and gave me feedback throughout my application process."

In his role with ARC Technology, Adam is responsible for end user lead generation, contacting key users across all sectors at manager level with the aim of identifying need. The position at Arc has allowed Adam to develop his skills even further, something that would not have been possible had he not secured this employment. Talking about his role Adam explains: "I have learnt things about both my strengths and weaknesses that I would never had learned without this placement. Particularly how I can apply myself both within a working environment and this job specifically."

Keen to progress at Arc, Adam is now set to stay in the district. He says: "I aim in everything I do in this placement to continue to contribute to a positive working atmosphere – so I definitely plan to stay in the district. I would gladly recommend *HotProspects in Bolsover* to anyone looking for employment in the area"

Case Study - Bolsover Apprenticeship Programme

Kyle Cruse went to college not certain on what path he wanted to take. He had always been more vocational than academic, so it was obvious it was going to be something hands on. An unsuccessful start saw Kyle eventually leaving the Bodywork course he was enrolled on to find a new calling. He spent his time doing seasonal work at a golf course which he enjoyed and after claiming job seekers for around 6 months an opportunity became available and Kyle jumped for it.



The Bolsover District Council Apprenticeship Programme advertised a vacancy for a Grounds Maintenance Apprentice on behalf of one of their partners, Derbyshire Primary Care Trust. Kyle applied and was invited for an interview. Something was seen in Kyle and he was ultimately successful, commencing his post on the 2nd of February 2010.

Along with the day to day work, he is on his way to completing a NVQ level 2 in Horticulture as part of a nationally recognised apprenticeship framework.

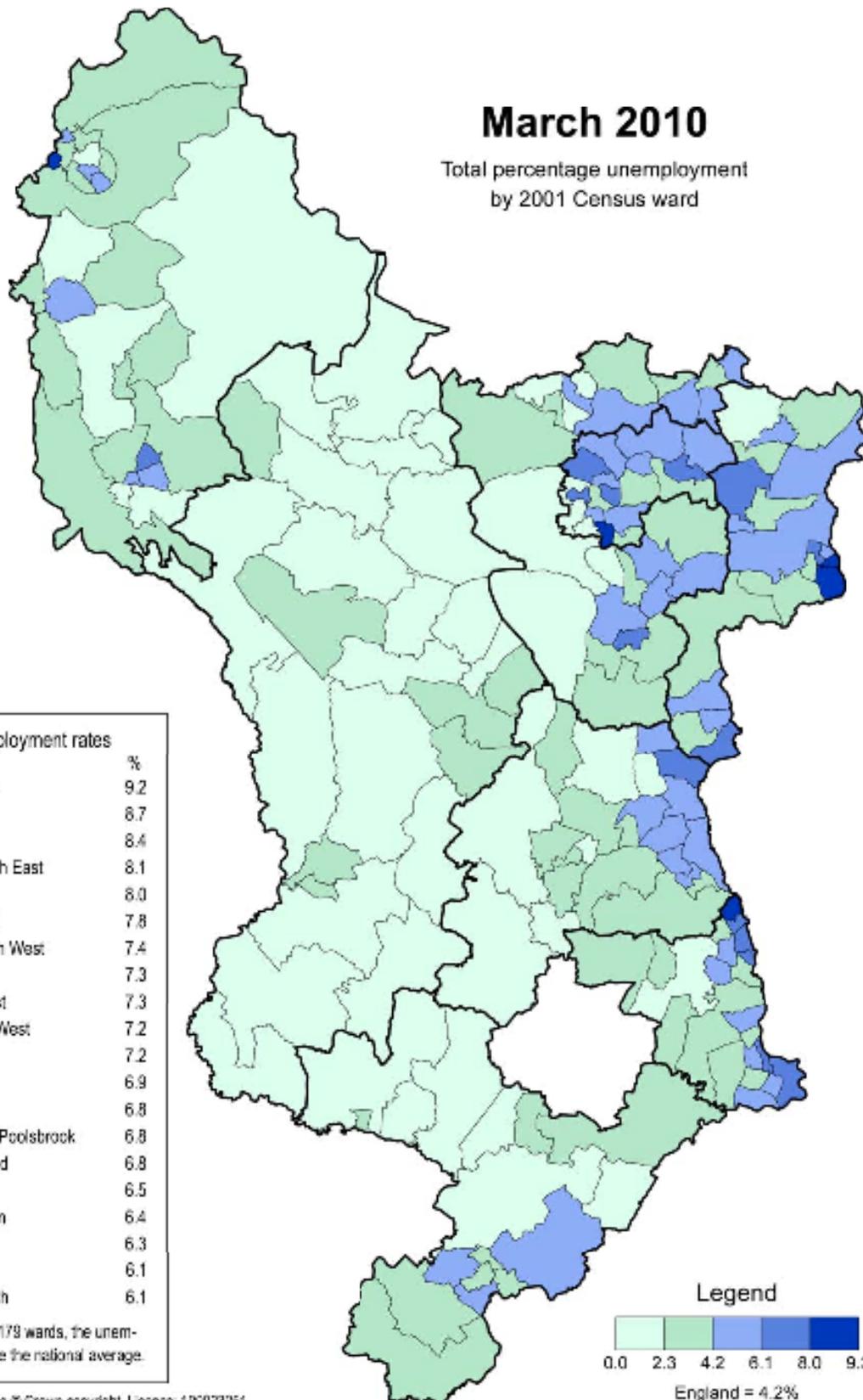
Kyle has also been given the opportunity to complete additional qualifications within this to further his knowledge of ground maintenance and to hopefully increase his chances of employment once his apprenticeship is over. Kyle is currently working towards a *Certificate of Competence in Pesticide Application (PA1 and PA6)*.

He is really enjoying his role, which is ever changing. Environments and teams change often so no two days are ever the same, which adds something extra to the role.

Kyle believes this opportunity has changed his outlook as well as his prospects. He has found his niche and hopes to carry this sort of work on well after his apprenticeship is over. The apprenticeship has given Kyle more motivation and a new level of confidence.



Monthly Unemployment Statistics



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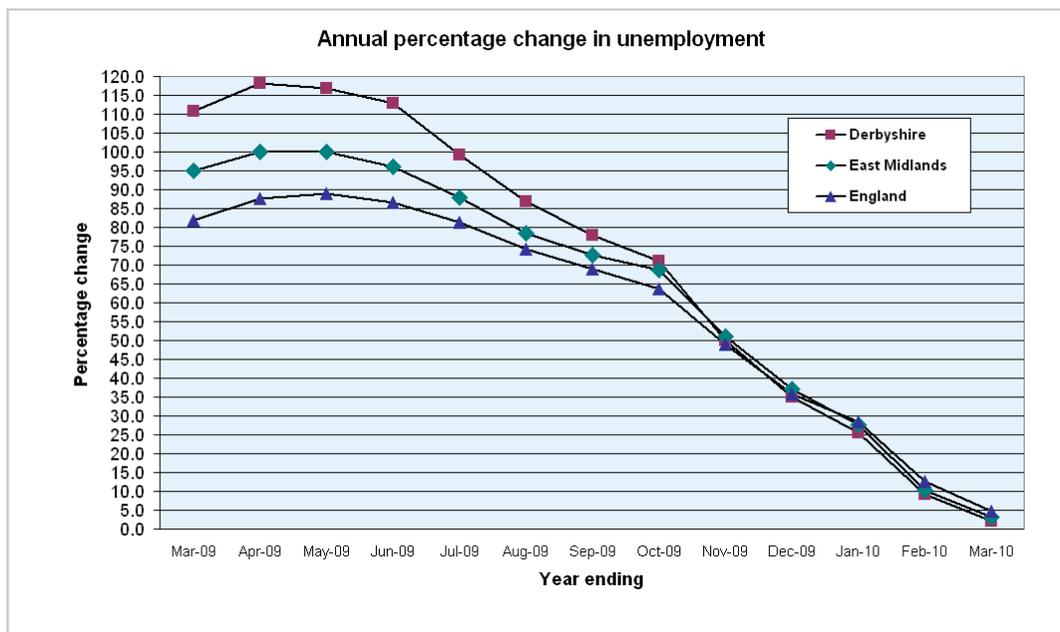
Contacts

This bulletin can be downloaded from the county council's web site
www.derbyshire.gov.uk/community/about_your_county/unemployment_statistics/default.asp
and also from Dnet.

SUMMARY

Annual change in unemployment

In March 2010 there were 17,768 people in Derbyshire claiming unemployment-related benefits, 2.1% more than at the same time in the previous year (17,403). The annual rate of increase in Derbyshire was less than the national average (4.8%) and the figure for the East Midlands as a whole (3.0%). This suggests that the current recession's impact in the county is no longer significantly greater than other areas. Since April, the annual increase each month has been less than it was in the previous month, and it is now falling in some districts.



Within Derbyshire, the annual percentage change varied considerably between districts, with Amber Valley rising at the national average and South Derbyshire at very close to it. The largest percentage increases in the number of unemployed occurred in Amber Valley (4.8%), South Derbyshire (4.6%) and Erewash (3.6%). High Peak (-7.1%) and Derbyshire Dales (-2.8%) experienced drops in year-on-year unemployment.

Unemployment rates

For a definition of the various unemployment rates referred to below, please see the Notes section.

Local rates

The county's claimant unemployment rate of 3.8% in March 2010 remained below the England (4.2%) and East Midlands (4.1%) figures (Table 1). At district level, the rates in Erewash (4.8%), Chesterfield (4.7%) and Bolsover (4.6%) exceeded the national average. The lowest rates were in Derbyshire Dales (1.9%) and South Derbyshire (3.0%).

At the very local level, slightly over a third (64) of the county's 179 wards have unemployment rates above the national average (see front cover). Of the 20 wards with the most severe unemployment problems, eleven are situated in the north-east of the county, with five in Chesterfield, five in Bolsover and one in NE Derbyshire. Of the remaining nine wards, there are six in Erewash, two in High Peak and one in Amber Valley.

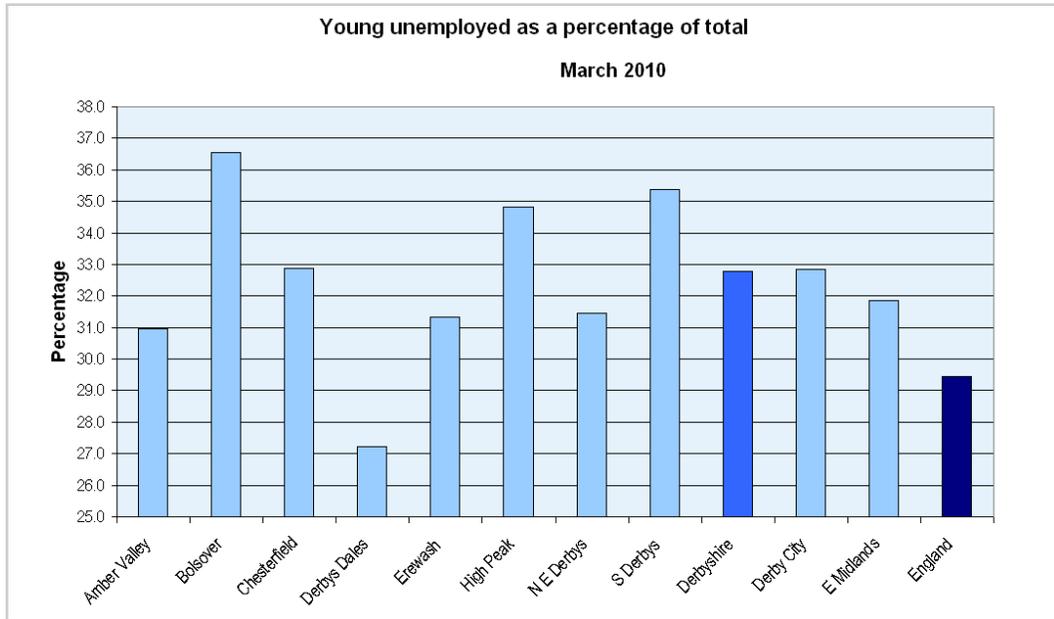
International rates

In December 2009, the UK unemployment rate was 7.7%. This is below the EU average rate (9.4%) and the US rate (10.0%), but well above the Japanese (5.2%) rate (Table 5). Compared with December 2008, the UK rate had increased by 18.5% while the EU as a whole saw an increase of 23.7%. The EU average, however, masks some major differences between individual member states. Germany, for example, experienced an increase of only 5.6%, while Spain suffered an increase of 27.7%. France still has higher unemployment rates (10.0%) than the UK, while Germany has a lower one (7.5%). In the US, unemployment has been growing very rapidly (35.1% over the year) and the unemployment rate continues to exceed that of the UK.

The ILO definition of unemployment, used in international comparisons, takes more account of jobless women, so the female unemployment rate in the UK is much closer to the male rate on this measure. Nevertheless, there is still a strong contrast with the rest of Europe where the female rate generally exceeds the male rate, often by a considerable margin.

Young unemployed (under 25 year olds)

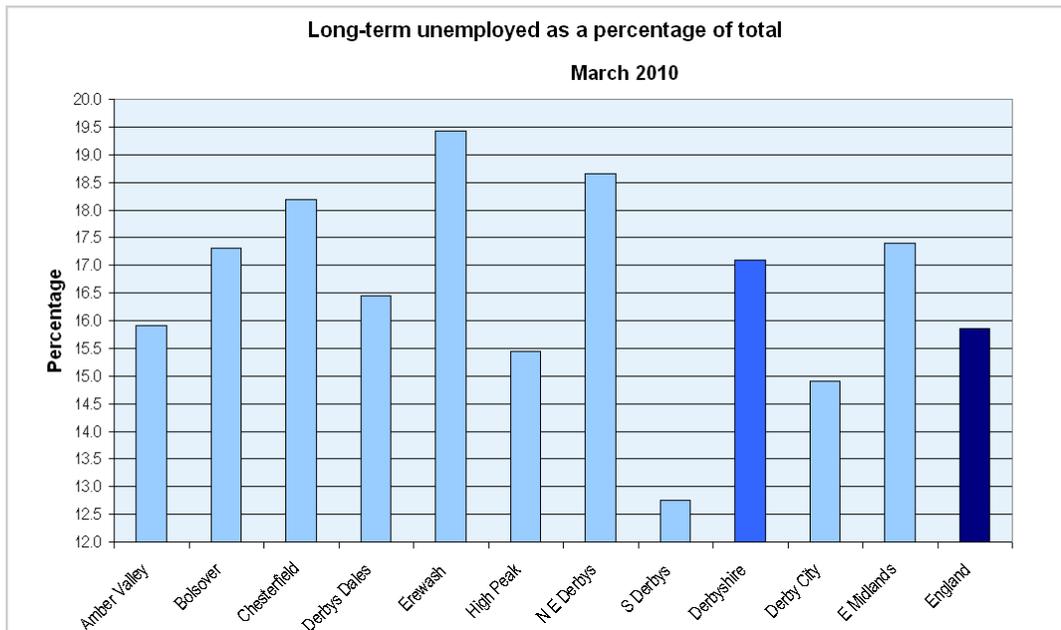
In March 2010 there were 5,790 people aged under 25 who were unemployed in Derbyshire (Table 2). This represents just under a third (32.8%) of all unemployed people in the administrative county, which is above the national average (29.4%). At district level, the proportion was highest in Bolsover (36.5%), while in Derbyshire Dales (27.2%) the figure remained below average.



Unemployment is more common among young people. Typically the unemployment rate for under 25 year olds is around twice the all-age average. In March 2010 the unemployment rate for under 25 year olds in Derbyshire was 7.5% which is higher than the regional (6.6%) and national (6.4%) averages. At district level, Bolsover (9.5%), Chesterfield (8.9%) and Erewash (8.6%) had rates substantially above the national average, but in Derbyshire Dales (3.6%) the rate was below it.

Long-term unemployed (out of work for more than a year)

In March 2010 there were 3,020 people in Derbyshire who had been out of work for more than a year (Table 2). These long-term unemployed accounted for 17.1% of the county's total unemployment, which is above the national average (15.9%). South Derbyshire (12.8%) had the smallest proportion of long term unemployed, while Erewash (19.4%) had the largest.



Unemployment by ethnic group

Statistics relating to the ethnic background of unemployed claimants are a fairly recent development. There are sixteen ethnic classifications and the figures can be analysed by age, gender, and duration of unemployment down to local authority district level. The figures are published a month later than other unemployment statistics.

In Derbyshire, a detailed ethnic group analysis is not appropriate, given the relatively small number of people who belong to non-white ethnic groups and the fact that the published figures are rounded to the nearest 5. Nevertheless, a broad comparison between white and non-white ethnic groups at county level yields some interesting results (Table 3). Non-white groups represent 1.5% of the county's working age population, and in February

2010 they accounted for 1.8% of those unemployed who revealed their ethnic background. Their unemployment rate was 4.8%, which compares with 3.9% for white claimants. Thus there is a disparity between white and non-white groups in Derbyshire, with non-whites exhibiting a somewhat greater tendency to be unemployed. However, the disparity is far less marked than at regional and national level where members of non-white ethnic groups are almost twice as likely to be unemployed as their white counterparts.

A number of unemployment benefit claimants choose not to supply information about their ethnic background. The proportion in Derbyshire is smaller than the regional figure and well below that observed at national level. However, a striking feature of the local situation is the size of this group relative to the number of non-white unemployed. Regionally and nationally, the number providing no ethnic information was less than half the number belonging to non-white ethnic groups. In Derbyshire, by contrast, the number of claimants who provided no information was more than twice the number belonging to non-white ethnic groups. If non-white claimants are more likely than white to withhold information about their ethnicity, the true unemployment rate for this group in Derbyshire could be substantially higher than the published figures suggest.

Unemployment by sought occupation

In March 2010, 33.3% of Derbyshire's unemployed were seeking employment in elementary occupations. This is similar to the regional proportion (33.2%) but above the national average (29.0%) (Table 4). Those wanting employment in sales and customer services accounted for 15.1% of claimants, a significantly smaller proportion than nationally (17.5%).

Compared with March 2009, there was a roughly equal mix of occupations showing increases and decreases in the number of jobseekers, reflecting the levelling off of overall unemployment levels. The largest percentage increase (excluding unknown occupations) was for sales and customer services (30.4%), which was the second largest regionally and nationally. Professionals (35.4%) and personal services (28.5%) also experienced substantial increases. Process, plant and machine operatives (-17.0%) and managers and senior officials (-10.3%) fell substantially over the period.

There are distinct differences between men and women in the sort of jobs they want. In March 2010, 16.1% of female claimants were seeking positions in personal services compared with only 2.0% of males; and 17.7% of females were seeking positions in administrative & secretarial occupations compared with 4.3% of males. Conversely, 17.3% of male claimants wanted jobs in the skilled trades compared with just 1.5% of females; and

14.6% of males were seeking employment as process, plant or machine operatives compared with only 2.2% of females.

Destinations of claimants leaving the count

Normally around a quarter to a third of all claimants leaving the unemployment count in England simply fail to sign on again and provide no indication of their destination. It is assumed that many of them will have found employment, although research is required to test this hypothesis.

In March 2010, a total of 3,600 Derbyshire claimants had left the count since the previous month (Table 6), a fall of 270 (-8.1%) on the March 2009 figure. This is a reversal of the previous trend, which had seen a constant rise in the number of people leaving the count. This is likely to be a reflection of the fact that the recession was very serious at this time last year, with the consequent increase in claimant throughput. Of these leavers, 47.8% definitely found work (1,720 jobs) compared with a national average of 39.7%. A further 26.5% in the county failed to sign on again and may also have found work (up to 955 jobs). This compares with a national figure of 32.7%. At district level, the proportion of leavers who definitely obtained employment remained above the national average in every area.

Vacancies

In March 2010 there were 3,004 unfilled vacancies in Derbyshire which had been notified to Jobcentres (Table 7). The financial, property & business services sector accounted for 44.1% of all vacancies (53.1% nationally), public administration, education & health 21.4% (but only 16.5% nationally), while distribution, hotels & restaurants contributed 13.0% (14.0% nationally).

The occupational breakdown of vacancies in Derbyshire was broadly similar to the national pattern. The greatest difference was in the number of openings for personal services, which accounted for the second largest number of vacancies (19.6%) but nationally only accounted for 16.9% of vacancies. Derbyshire had a lower proportions of skilled trades (5.9%) and managers and senior officials (2.8%) openings than the national figures (8.1% and 4.4% respectively).

NOTES

Current geographies - wards and super output areas

Unemployment figures, including rates, for 2001 Census wards are available from February 2004. For confidentiality reasons figures for earlier dates have not been released.

Unemployment counts for super output areas (middle and lower layer) are available from October 2005. Figures for earlier dates may be released in due course. There are no official unemployment rates at these geographical levels.

Data suppression

From 15 November 2006, values of 1 or 2 are replaced by the # symbol in the unrounded claimant count tables. This is an interim measure pending a full review of confidentiality procedures early in 2007. Age and duration figures are already rounded to the nearest 5 and are thus unaffected by this change.

Claimant count unemployment rates

Claimant count unemployment is defined as the number of people claiming unemployment-related benefits (currently Jobseeker's Allowance and National Insurance credits).

Unemployment rates based on this measure are calculated by expressing claimant count unemployment as a percentage of the working age population (males 16-64, females 16-59) as given in the Office for National Statistics mid-year Population Estimates.

Ward unemployment rates

With the May 2005 claimant count figures, the Office for National Statistics introduced, for the first time, estimates of unemployment rates at ward level. The denominators are currently derived from the latest available mid-year population estimates.

Age-specific unemployment rates

There are no "official" claimant count unemployment rates for individual age groups. The rates shown in this bulletin for people aged under 25 are our own calculations, using as denominators the latest available mid-year population estimates.

Ethnic group unemployment rates

There are no "official" claimant count unemployment rates for individual ethnic groups. The rates shown in this bulletin for broad ethnic groups are our own calculations, using as denominators the 2001 Census figures for the number of people of working age in each group. Thus the results are not strictly compatible with the overall unemployment rates and do not reflect any population changes that may have occurred since the Census.

ILO unemployment rates

The ILO definition of unemployment, which is used in the Labour Force Survey and forms the basis of the international figures in Table 4, is not compatible with the claimant count definition. The unemployed are defined as persons who are without work, are available to start work within the next two weeks, and have actively sought work within the previous four weeks. The ILO unemployment rate is the number of persons who are ILO unemployed expressed as a percentage of the economically active population (employed plus ILO unemployed).

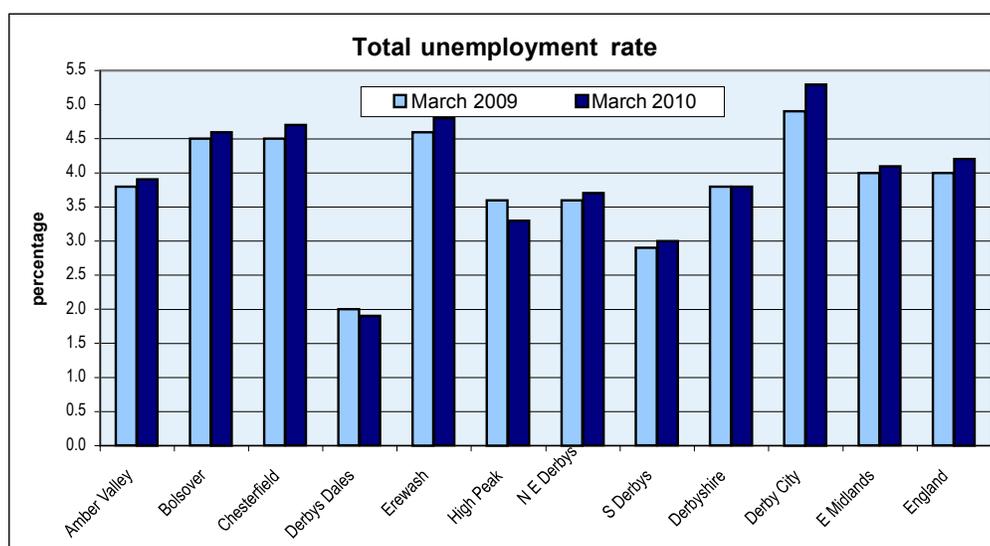
ILO unemployment is now the preferred measure for unemployment at national level, but below regional level the figures are less reliable and less timely than those produced by the claimant count.

1. CLAIMANT COUNT UNEMPLOYMENT *Not seasonally adjusted*

DERBYSHIRE LOCAL AUTHORITIES, EAST MIDLANDS, ENGLAND

Unemployment rates based on working age population *

	March 2009						March 2010						Change in Total	
	Number			Rate (%)			Number			Rate (%)			No.	%
	Male	Female	Total	Male	Female	Total	Male	Female	Total	Male	Female	Total		
Amber Valley Borough	2,061	703	2,764	5.3	2.0	3.8	2,083	815	2,898	5.4	2.4	3.9	134	4.8
Bolsover District	1,549	498	2,047	6.5	2.3	4.5	1,559	532	2,091	6.6	2.5	4.6	44	2.1
Chesterfield Borough	2,161	621	2,782	6.7	2.1	4.5	2,198	679	2,877	6.8	2.3	4.7	95	3.4
Derbyshire Dales District	601	219	820	2.7	1.2	2.0	570	227	797	2.6	1.2	1.9	-23	-2.8
Erewash Borough	2,398	775	3,173	6.7	2.4	4.6	2,446	842	3,288	6.8	2.6	4.8	115	3.6
High Peak Borough	1,585	484	2,069	5.2	1.8	3.6	1,385	538	1,923	4.5	2.0	3.3	-146	-7.1
North East Derbyshire District	1,615	480	2,095	5.2	1.7	3.6	1,631	534	2,165	5.2	2.0	3.7	70	3.3
South Derbyshire District	1,217	436	1,653	4.1	1.6	2.9	1,220	509	1,729	4.0	1.9	3.0	76	4.6
Derbyshire	13,187	4,216	17,403	5.4	1.9	3.8	13,092	4,676	17,768	5.3	2.1	3.8	365	2.1
Derby City	5,503	1,732	7,235	7.1	2.5	4.9	5,737	2,080	7,817	7.3	2.9	5.3	582	8.0
East Midlands	81,449	27,666	109,115	5.7	2.1	4.0	82,086	30,343	112,429	5.7	2.3	4.1	3,314	3.0
England (thousands)	942	331	1,273	5.7	2.2	4.0	962	371	1,334	5.7	2.4	4.2	60,801	4.8



Source: Office for National Statistics (Nomis) © Crown copyright

The numbers unemployed are those recorded in the monthly count of people who are claiming unemployment-related benefits.

The figures given are not seasonally adjusted i.e. they do not take account of regular seasonal variations in the number of people out work. Thus differences between one month and the next may merely reflect normal seasonal changes rather than any underlying trend in unemployment.

To avoid seasonal effects, comparisons are best made with the same month in the previous year.

* The unemployment rates have been calculated by expressing the numbers unemployed as a percentage of the total population of working age (males 16-64, females 16-59) as given in the 2008 Mid-Year Population Estimates.

Derbyshire refers to the administrative county as established on 1 April 1997 which excludes the City of Derby.

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For further information, contact David Gutteridge on Matlock (01629) 538252.

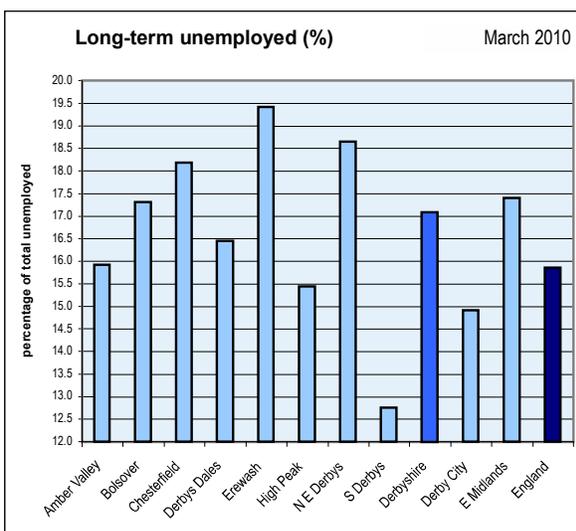
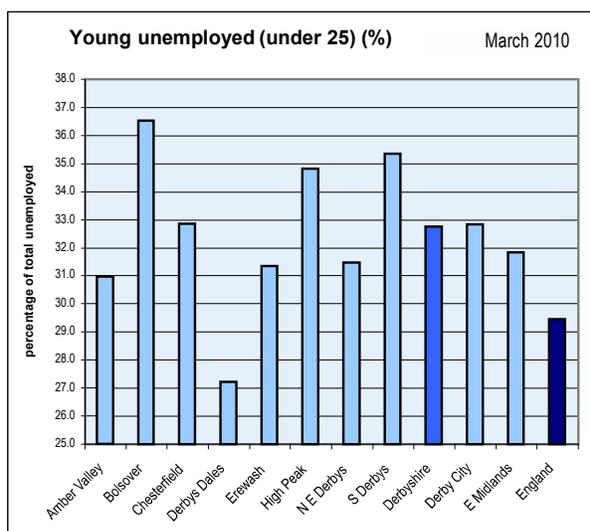
2. CLAIMANT COUNT UNEMPLOYMENT *Not seasonally adjusted*

DERBYSHIRE LOCAL AUTHORITIES, EAST MIDLANDS, ENGLAND

Unemployment rates based on working age population *

March 2010

	All unemployed		Young unemployed							Long-term unemployed (over 1yr)	
			Aged < 20		Aged 20-24		Aged < 25				
	Number	Rate	Number	Rate	Number	Rate	Number	Rate	% of All	Number	% of All
Amber Valley Borough	2,898	3.9	310	5.2	585	9.5	895	7.4	31.0	460	15.9
Bolsover District	2,091	4.6	270	7.2	490	11.5	760	9.5	36.5	360	17.3
Chesterfield Borough	2,877	4.7	315	6.3	625	11.3	940	8.9	32.9	520	18.2
Derbyshire Dales District	797	1.9	75	2.3	140	5.0	215	3.6	27.2	130	16.5
Erewash Borough	3,288	4.8	365	6.1	660	11.1	1,025	8.6	31.3	635	19.4
High Peak Borough	1,923	3.3	240	4.7	425	8.7	665	6.7	34.8	295	15.4
North East Derbyshire District	2,165	3.7	245	5.1	430	8.7	675	6.9	31.5	400	18.6
South Derbyshire District	1,729	3.0	240	4.7	370	8.7	610	6.5	35.4	220	12.8
Derbyshire	17,768	3.8	2,060	5.3	3,730	9.6	5,790	7.5	32.8	3,020	17.1
Derby City	7,817	5.3	810	6.2	1,745	8.9	2,555	7.8	32.8	1,160	14.9
East Midlands	112,429	4.1	11,990	5.0	23,725	7.8	35,715	6.6	31.9	19,510	17.4
England (thousands)	1,334	4.2	127	4.7	264	7.6	391	6.4	29.4	210,560	15.9



Source: Office for National Statistics (Nomis) © Crown copyright

The numbers unemployed are those recorded in the monthly count of people who are claiming unemployment-related benefits.

The figures given are not seasonally adjusted i.e. they do not take account of regular seasonal variations in the number of people out work. Thus differences between one month and the next may merely reflect normal seasonal changes rather than any underlying trend in unemployment.

Figures for individual age groups and long-term unemployment relate to computerised claims only (about 99% of the total) and are rounded to the nearest 5

* The all-age unemployment rates have been calculated by expressing the numbers unemployed as a percentage of the working age population (males 16-64, females 16-59) as given in the 2008 Mid-Year Population Estimates.

The rates for young people are unofficial and have been calculated using population figures from the 2006 Mid-Year Population Estimates.

Derbyshire refers to the administrative county as established on 1 April 1997 which excludes the City of Derby.

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For further information, contact David Gutteridge on Matlock (01629) 538252.

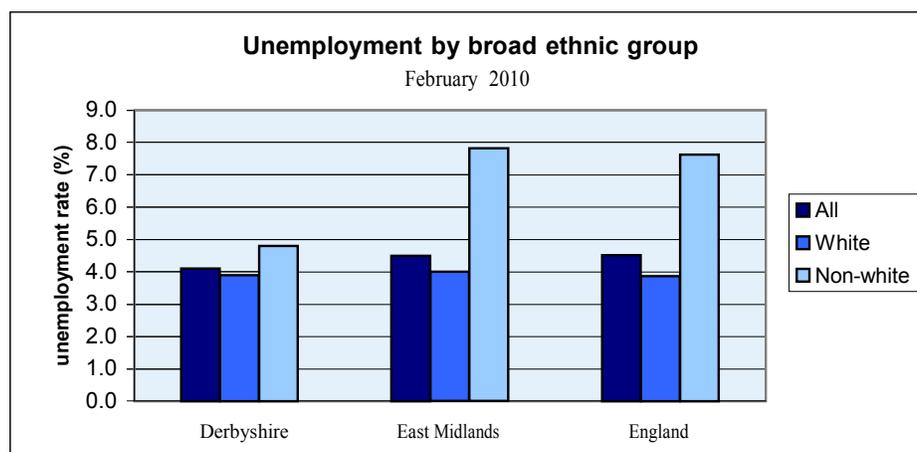
3. CLAIMANT COUNT UNEMPLOYMENT BY BROAD ETHNIC GROUP

Not seasonally adjusted

DERBYSHIRE, EAST MIDLANDS, ENGLAND

February 2010

	DERBYSHIRE	EAST MIDLANDS	ENGLAND
All			
unemployed	18,355	115,145	1,365,065
unemployment rate	4.1	4.5	4.5
White			
% of working age population	98.5	93.3	90.6
unemployed	17,205	95,370	1,058,795
unemployment rate	3.9	4.0	3.9
% of unemployed with an ethnic group	98.2	87.7	83.1
Non-white			
% of working age population	1.5	6.7	9.4
unemployed	315	13,370	215,410
unemployment rate	4.8	7.8	7.6
% of unemployed with an ethnic group	1.8	12.3	16.9
Prefer not to say			
unemployed	715	5,305	73,725
% of all unemployed	3.9	4.6	5.4
Unknown			
unemployed	115	1,100	17,130
% of all unemployed	0.6	1.0	1.3



Source: Office for National Statistice (Nomis) © Crown copyright

Figures for unemployment by ethnic group are published one month after the main unemployment

figures. All numbers are rounded to the nearest 5 so columns may not sum to totals.

The unemployment rates in this table are not official ones and are not compatible with those shown elsewhere in this document. They have been calculated by expressing the number of unemployed in each broad ethnic group as a percentage of the working age population in each group, as given in the 2001 Census.

The figures are not seasonally adjusted i.e. they do not take account of regular seasonal variations in the number of vacancies. Thus differences between one month and the next may merely reflect normal seasonal changes rather than any underlying trend in vacancies. To avoid seasonal effects, comparisons are best made with the same month in the previous year.

The published figures can be broken down by district, gender, more detailed ethnic group, age and duration of unemployment, but the numbers in Derbyshire are not large enough to warrant such an analysis.

Derbyshire refers to the administrative county as established on 1 April 1997 which excludes the City of Derby.

Produced by the Research & Information Team, Chief Executive's Office, Derbyshire County Council, County Hall, Matlock, Derbys DE4

3AG For further information contact David Gutteridge on Matlock (01629) 538252

4. CLAIMANT COUNT UNEMPLOYMENT BY SOUGHT OCCUPATION AND GENDER

Not seasonally adjusted

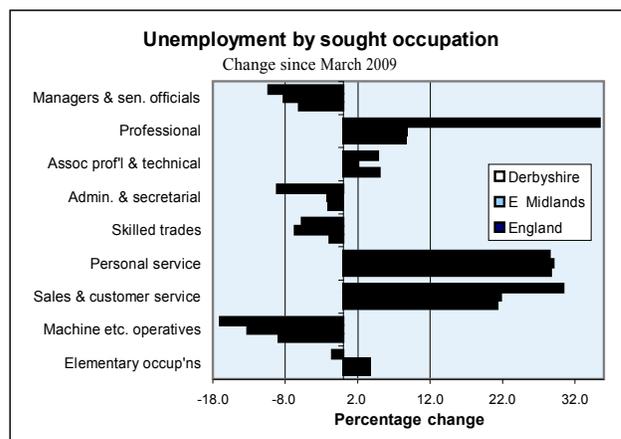
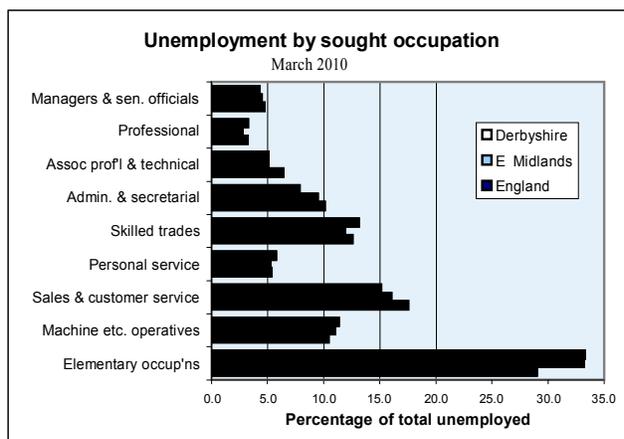
DERBYSHIRE, EAST MIDLANDS, ENGLAND

March 2010

OCCUPATION	DERBYSHIRE						EAST MIDLANDS			ENGLAND		
	Number			% of total			% of total			% of total		
	M	F	All	M	F	All	M	F	All	M	F	All
Managers & senior officials	575	180	755	4.4	3.9	4.3	4.7	3.9	4.5	4.9	4.2	4.7
Professional	455	120	575	3.5	2.6	3.3	2.9	2.4	2.8	3.3	3.1	3.2
Associate professional & technical	670	225	895	5.1	4.8	5.1	5.2	4.7	5.1	6.5	6.0	6.4
Administrative & secretarial	560	825	1,385	4.3	17.7	7.8	6.2	18.3	9.5	6.1	20.4	10.1
Skilled trades	2,250	70	2,320	17.3	1.5	13.1	15.8	1.4	11.9	16.8	1.4	12.6
Personal service	265	750	1,015	2.0	16.1	5.7	1.8	14.6	5.3	2.0	14.2	5.4
Sales & customer service	1,325	1,350	2,675	10.2	29.0	15.1	11.3	28.8	16.0	13.0	29.3	17.5
Process, plant & machine operatives	1,905	100	2,005	14.6	2.2	11.3	14.0	2.8	11.0	13.6	2.2	10.4
Elementary occupations	4,925	965	5,885	37.8	20.8	33.3	37.4	21.8	33.2	33.2	18.2	29.0
Unknown	100	65	165	0.8	1.4	0.9	0.7	1.1	0.8	0.5	1.0	0.7
TOTAL	13,020	4,650	17,670	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0

Change since March 2009

OCCUPATION	DERBYSHIRE						EAST MIDLANDS			ENGLAND		
	Number			% change			% change			% change		
	M	F	All	M	F	All	M	F	All	M	F	All
Managers & senior officials	-75	-5	-85	-12.0	-4.7	-10.3	-8.8	-6.3	-8.2	-6.2	-5.9	-6.1
Professional	110	40	150	31.6	51.9	35.4	5.5	20.4	8.7	5.7	17.4	8.6
Associate professional & technical	15	30	40	2.0	14.3	4.8	1.5	4.1	2.1	5.5	3.6	5.0
Administrative & secretarial	-35	-95	-135	-6.7	-10.6	-9.1	7.4	-9.4	-2.1	2.3	-5.0	-2.0
Skilled trades	-140	5	-135	-6.0	6.1	-5.7	-7.2	11.1	-6.7	-2.3	10.3	-1.9
Personal service	25	200	225	10.4	36.4	28.5	15.6	34.1	29.0	20.5	31.9	28.7
Sales & customer service	400	220	625	43.6	19.6	30.4	25.2	18.4	21.8	22.3	20.3	21.3
Process, plant & machine operatives	-390	-15	-405	-17.1	-15.7	-17.0	-12.7	-18.9	-13.2	-8.6	-13.7	-8.9
Elementary occupations	-105	20	-85	-2.2	2.2	-1.5	2.4	9.7	3.6	1.1	17.3	3.6
Unknown	70	55	125	263.0	450.0	320.5	141.6	156.3	146.9	125.0	201.6	151.8
TOTAL	-140	445	300	-1.1	10.5	1.7	0.7	9.6	3.0	2.1	12.1	4.7



Source: Office for National Statistic (Nomis) © Crown copyright

All numbers are rounded to the nearest 5 so rows and columns may not sum to totals.

The figures given are not seasonally adjusted i.e. they do not take account of regular seasonal variations in the number of vacancies. Thus differences between one month and the next may merely reflect normal seasonal changes rather than any underlying trend in vacancies. To avoid seasonal effects, comparisons are best made with the same month in the previous year.

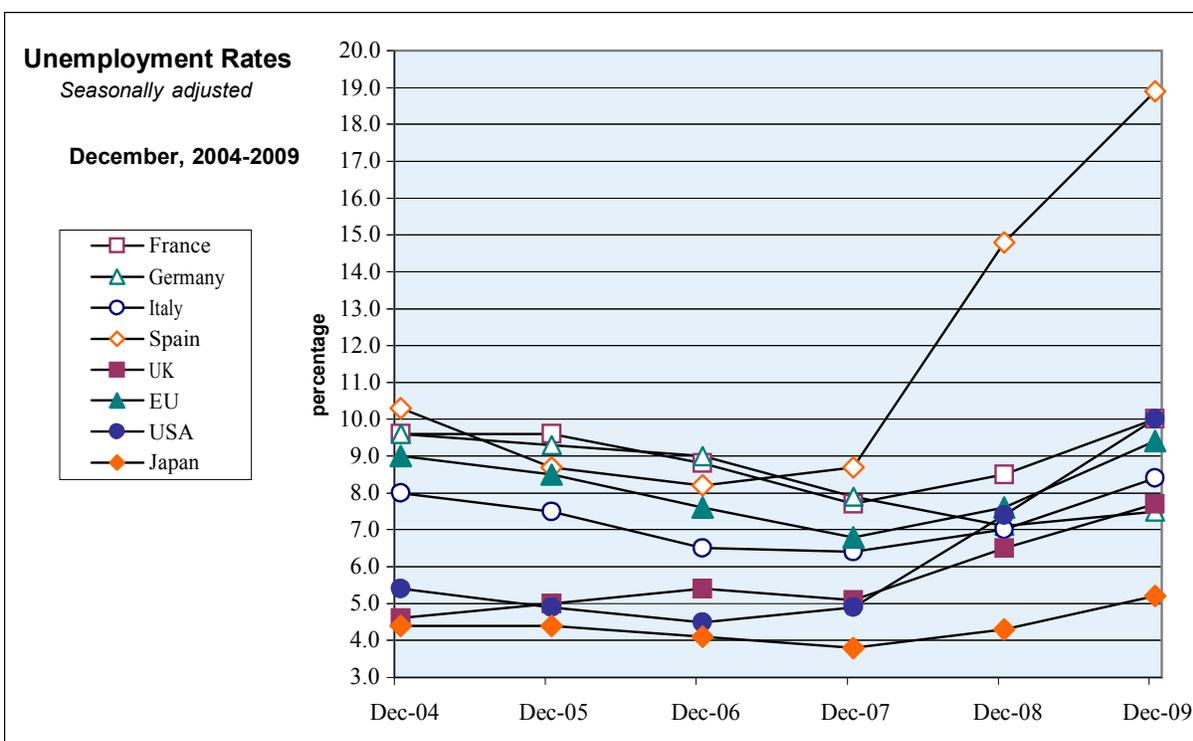
Derbyshire refers to the administrative county as established on 1 April 1997 which excludes the City of Derby.

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5. UNEMPLOYMENT RATES (ILO DEFINITION) Seasonally adjusted

SELECTED EU MEMBER STATES, EU *, USA, JAPAN

	December 2008			December 2009			Change		
	Male	Female	Tota	Male	Female	Tota	Male	Female	Tota
	%	%	%	%	%	%	%	%	%
France	8.0	9.0	8.5	9.8	10.1	10.0	22.5	12.2	17.6
Germany	7.4	6.9	7.1	8.1	6.8	7.5	9.5	-1.4	5.6
Italy	6.0	8.5	7.0	7.3	9.9	8.4	21.7	16.5	20.0
Spain	14.0	15.8	14.8	18.8	19.0	18.9	34.3	20.3	27.7
UK	7.2	5.7	6.5	8.8	6.5	7.7	22.2	14.0	18.5
EU	7.5	7.9	7.6	9.6	9.2	9.4	28.0	16.5	23.7
USA	8.1	6.6	7.4	11.0	8.8	10.0	35.8	33.3	35.1
Japan	4.5	4.2	4.3	5.4	5.0	5.2	20.0	19.0	20.9



Source: EUROSTAT, Luxembourg; © European Communities 2010 Data Accessed Apr-01 2010

* EU definition varies over time: 25 states prior to October 2005, 27 states November 2005 onwards.

The unemployment figures and rates shown in this table differ from those contained elsewhere in Monthly Unemployment Statistics.

1. The figures are derived from Labour Force Surveys rather than the monthly claimant count and use the ILO definition of unemployment.

Unemployed persons are those persons aged 15 years and over who

- are without work

- are available to start work within the next two weeks

- and have actively sought employment at some time during the previous four weeks.

2. The unemployment rate is the number of unemployed as a percentage of the labour force (people living in collective households are excluded).

The labour force is the total of the employed and the unemployed.

3. The figures are adjusted to remove the effect of regular seasonal variations. Thus figures for any month can be compared with all other months.

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6. DESTINATIONS OF CLAIMANTS LEAVING THE COUNT

Not seasonally adjusted. Computerised claims only.

DERBYSHIRE LOCAL AUTHORITIES, EAST MIDLANDS, ENGLAND

March 2010 and change since March 2009

		Failed to sign	Found work	Increased work to 16+ hours/week	Entered training	Entered full- time education	Claimed other benefit	Other	Not known	Total
Amber Valley Borough	Number	120	275	0	20	5	10	40	55	530
	% of total	22.6	51.9	0.0	3.8	0.9	1.9	7.5	10.4	100.0
	Change (no.)	-5	20	0	-20	0	-5	0	20	-10
	Change (%)	-4.0	7.8	-	-50.0	0.0	-33.3	0.0	57.1	-1.9
Bolsover District	Number	125	180	0	15	0	5	35	60	410
	% of total	30.5	43.9	0.0	3.7	0.0	1.2	8.5	14.6	100.0
	Change (no.)	25	20	0	-35	0	0	5	30	15
	Change (%)	25.0	12.5	-	-70.0	-	0.0	16.7	100.0	3.8
Chesterfield Borough	Number	135	270	0	10	0	20	60	50	540
	% of total	25.0	50.0	0.0	1.9	0.0	3.7	11.1	9.3	100.0
	Change (no.)	5	65	0	-35	0	5	15	-5	25
	Change (%)	3.8	31.7	-	-77.8	-	33.3	33.3	-9.1	4.9
Derbyshire Dales District	Number	55	90	0	5	0	0	20	15	190
	% of total	28.9	47.4	0.0	2.6	0.0	0.0	10.5	7.9	100.0
	Change (no.)	-5	20	0	0	0	0	5	0	10
	Change (%)	-8.3	28.6	-	0.0	-	-	33.3	0.0	5.6
Erewash Borough	Number	185	280	5	30	10	15	50	90	665
	% of total	27.8	42.1	0.8	4.5	1.5	2.3	7.5	13.5	100.0
	Change (no.)	30	45	5	-5	5	5	10	45	120
	Change (%)	19.4	19.1	-	-14.3	100.0	50.0	25.0	100.0	22.0
High Peak Borough	Number	145	205	5	10	5	5	25	50	455
	% of total	31.9	45.1	1.1	2.2	1.1	1.1	5.5	11.0	100.0
	Change (no.)	5	50	0	-5	5	0	0	0	50
	Change (%)	3.6	32.3	0.0	-33.3	-	0.0	0.0	0.0	12.3
North East Derbyshire District	Number	90	230	0	10	5	10	35	35	410
	% of total	22.0	56.1	0.0	2.4	1.2	2.4	8.5	8.5	100.0
	Change (no.)	-15	50	0	-20	5	5	10	5	10
	Change (%)	-14.3	27.8	-	-66.7	-	100.0	40.0	16.7	2.5
South Derbyshire District	Number	100	195	5	10	0	5	25	55	400
	% of total	25.0	48.8	1.3	2.5	0.0	1.3	6.3	13.8	100.0
	Change (no.)	5	15	0	0	0	5	0	35	50
	Change (%)	5.3	8.3	0.0	0.0	-	-	0.0	175.0	14.3
DERBYSHIRE	Number	955	1,720	15	105	25	70	295	410	3,600
	% of total	26.5	47.8	0.4	2.9	0.7	1.9	8.2	11.4	100.0
	Change (no.)	30	285	0	-140	10	-20	10	125	270
	Change (%)	3.2	19.9	0.0	-57.1	66.7	-22.2	3.5	43.9	8.1
EAST MIDLANDS	Number	6,705	10,160	140	720	90	590	1,855	2,310	22,560
	% of total	29.7	45.0	0.6	3.2	0.4	2.6	8.2	10.2	100.0
	Change (no.)	70	2,085	0	-555	25	10	-30	465	2,035
	Change (%)	1.1	25.8	0.0	-43.5	38.5	1.7	-1.6	25.2	9.9
ENGLAND	Number	91,090	110,585	1,610	16,580	1,340	7,050	20,735	29,250	278,240
	% of total	32.7	39.7	0.6	6.0	0.5	2.5	7.5	10.5	100.0
	Change (no.)	11,720	28,800	-5	-695	270	605	-40	3,995	44,620
	Change (%)	14.8	35.2	-0.3	-4.0	25.2	9.4	-0.2	15.8	19.1

Source: Office for National Statistics (Nomis) © Crown Copyright

- =percentage change cannot be calculated.

"Other benefits" includes income support, sickness benefit and incapacity benefit.

"Other" includes people who have ceased claiming, whose claim is defective, or who have died, retired, gone abroad or to prison.

The figures are not seasonally adjusted i.e. they do not take account of regular seasonal variations. Thus differences between one month and the next may merely reflect normal seasonal changes rather than any underlying trend. To avoid seasonal effects, comparisons are best made with the same month in previous years.

Derbyshire refers to the administrative county, which excludes Derby City, and is defined in terms of ward boundaries current at April 1991.

Produced by the Research & Information Team, Chief Executive's Office, Derbyshire County Council, County Hall, Matlock, Derbys DE4

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For further information, contact David Gutteridge on Matlock (01629) 538252.

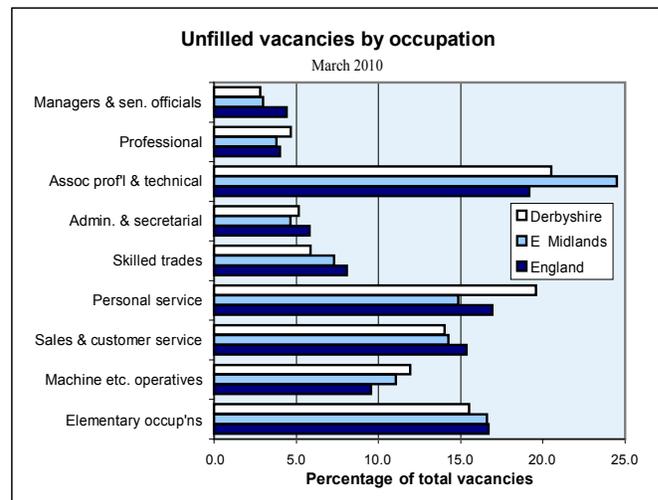
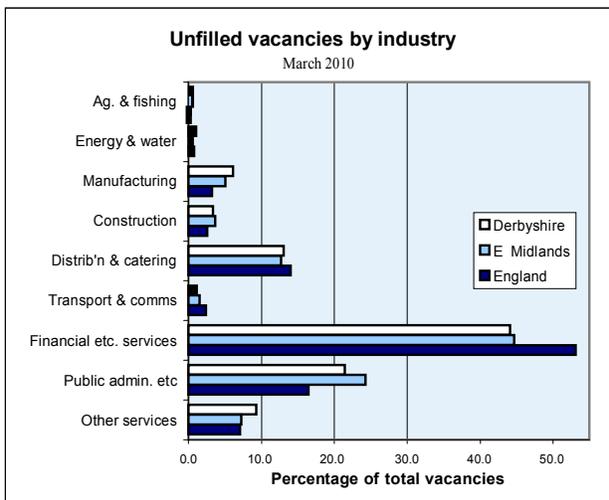
7. UNFILLED VACANCIES AT JOBCENTRES

Not seasonally adjusted

DERBYSHIRE, EAST MIDLANDS, ENGLAND

March 2010

INDUSTRY	DERBYSHIRE		EAST MIDLANDS		ENGLAND	
	Number	% of total	Number	% of total	Number	% of total
Agriculture & fishing	15	0.5	93	0.4	1,082	0.5
Energy & water	31	1.0	116	0.5	1,566	0.7
Manufacturing	184	6.1	1,095	5.0	6,892	3.2
Construction	101	3.4	792	3.6	5,591	2.6
Distribution, hotels & restaurants	392	13.0	2,756	12.7	30,384	14.0
Transport & communications	33	1.1	331	1.5	5,139	2.4
Financial, property & business services	1,324	44.1	9,714	44.6	115,027	53.1
Public administration, education & health	644	21.4	5,276	24.2	35,669	16.5
Other services	280	9.3	1,585	7.3	15,270	7.0
CCUPATION						
Managers & senior officials	84	2.8	648	3.0	9,556	4.4
Professional	140	4.7	826	3.8	8,662	4.0
Associate professional & technical	616	20.5	5,331	24.5	41,543	19.2
Administrative & secretarial	155	5.2	1,012	4.7	12,595	5.8
Skilled trades	176	5.9	1,590	7.3	17,491	8.1
Personal service	588	19.6	3,233	14.9	36,678	16.9
Sales & customer service	421	14.0	3,103	14.3	33,249	15.3
Process, plant & machine operatives	358	11.9	2,405	11.1	20,687	9.5
Elementary occupations	466	15.5	3,610	16.6	36,159	16.7
TOTAL	3,004	100.0	21,758	100.0	216,620	100.0



Source: Office for National Statistic (Nomis) © Crown copyright

These statistics relate only to vacancies which are notified to Jobcentres. It is estimated that nationally they represent between 30% and 50% of all vacancies, but the proportion varies geographically, over time, by occupation and by industry.

The main use of these figures is for cross-sectional analysis of vacancies as an indication of the types of jobs currently available by area, industry or occupation, rather than absolute measures of the number of vacancies or of changes in these over time. Since the figures are derived from the administrative records of Jobcentres, they are susceptible to changes in Jobcentre procedures for taking and handling of vacancies.

Produced by the Research & Information Team, Chief Executive's Office, Derbyshire County Council, County Hall, Matlock, Derby DE4 3AG For further information, contact David Gutteridge on Matlock (01629) 538252.

8a. CLAIMANT COUNT UNEMPLOYMENT *Not seasonally adjusted*

BOLSOVER DISTRICT

Unemployment rates based on working age population *

March 2010

	All unemployed						Young unemployed						Long-term unemployed (over 1yr)		
	Number			Rate (%)			Aged < 20		Aged 20-24		Aged < 25		Number	% of All	
	Male	Female	Total	Male	Female	Total	Number	Rate	Number	Rate	Number	Rate % of All			
Barlborough	28	16	44	2.5	1.6	2.1	5	3.0	10	9.3	15	5.5	33.3	10	22.2
Blackwell	72	34	106	5.3	2.8	4.2	15	7.5	20	9.1	35	8.4	33.3	20	19.0
Bolsover North West	131	42	173	10.5	3.6	7.2	20	10.0	35	12.9	55	11.6	32.4	40	23.5
Bolsover South	50	19	69	4.1	1.8	3.0	10	5.6	15	7.7	25	6.7	35.7	15	21.4
Bolsover West	85	25	110	7.0	2.2	4.7	15	8.4	30	14.9	45	11.9	40.9	15	13.6
Clowne North	78	30	108	6.1	2.6	4.4	20	9.8	25	11.7	45	10.8	42.9	15	14.3
Clowne South	40	14	54	3.3	1.3	2.4	10	6.5	15	6.5	20	5.2	36.4	10	18.2
Elmton-with-Creswell	144	47	191	8.1	2.9	5.6	20	7.4	50	12.4	70	10.4	36.8	20	10.5
Pinxton	111	44	155	8.3	3.7	6.1	15	6.0	45	18.1	60	12.0	38.7	30	19.4
Pleasley	52	21	73	4.5	2.1	3.4	5	3.1	10	5.5	15	4.3	20.0	15	20.0
Scarcliffe	88	31	119	6.8	2.7	4.9	10	4.3	25	10.7	35	7.5	29.2	20	16.7
Shirebrook East	76	21	97	13.6	4.2	9.2	15	14.7	25	27.8	40	20.8	42.1	15	15.8
Shirebrook Langwith	46	17	63	7.8	3.2	5.6	15	12.0	15	12.4	30	12.2	46.2	10	15.4
Shirebrook North West	84	17	101	11.6	2.7	7.4	15	9.4	25	14.4	45	13.5	47.4	15	15.8
Shirebrook South East	77	19	96	12.8	3.3	8.1	15	13.2	30	20.8	45	17.4	47.4	15	15.8
Shirebrook South West	50	12	62	6.2	1.7	4.1	5	4.4	10	6.7	20	7.6	33.3	15	25.0
South Normanton East	108	27	135	7.5	2.0	4.9	25	10.9	30	11.1	55	11.0	40.7	30	22.2
South Normanton West	105	38	143	5.0	2.0	3.6	20	8.0	25	7.7	40	6.9	27.6	25	17.2
Tibshelf	78	34	112	5.3	2.5	4.0	20	7.8	25	10.2	45	9.0	40.9	20	18.2
Whitwell	60	25	85	4.8	2.1	3.5	10	4.9	20	8.8	30	7.0	35.3	10	11.8
DISTRICT TOTAL	1,559	532	2,091	6.6	2.5	4.6	270	7.2	490	11.5	760	9.5	36.5	360	17.3
Derbyshire	13,092	4,676	17,768	5.3	2.1	3.8	2,060	5.3	3,730	9.6	5,790	7.5	32.8	3,020	17.1
England (thousands)	962	371	1,334	5.7	2.4	4.2	127,080	4.7	264	7.6	391	6.4	29.4	210,560	15.9

Source: Office for National Statistics (Nomis) © Crown copyright

The numbers unemployed are those recorded in the monthly count of people who are claiming unemployment-related benefits.

The figures given are not seasonally adjusted i.e. they do not take account of regular seasonal variations in the number of people out work. Thus differences between one month and the next may merely reflect normal seasonal changes rather than any underlying trend in unemployment.

Figures for individual age groups and long-term unemployment relate to computerised claims only (about 99% of the total) and are rounded to the nearest 5

Figures with a value of 1 or 2 have been suppressed for confidentiality reasons.

* The all-age unemployment rates have been calculated by expressing the numbers unemployed as a percentage of the working age population (males 16-64, females 16-59).

The source of these denominators may vary: currently the 2007 Mid-Year Population Estimates are used for wards; the 2008 Estimates are used for districts and above.

The rates for young people are unofficial and have been calculated using population figures from the 2006 Mid-Year Population Estimates.

Derbyshire refers to the administrative county as established on 1 April 1997 which excludes the City of Derby.

Produced by the Research & Information Team, Chief Executive's Office, Derbyshire County Council, County Hall, Matlock, Derbyshire DE4 3AG

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Monthly Unemployment Statistics are produced by the Research & Information Team, Chief Executive's Office, Derbyshire County Council, County Hall, Matlock, Derbyshire DE4 3AG.

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EXECUTIVE AGENDA

Monday 5th July 2010 at 1000 hours

Item No.		Page No.(s)
	PART 1 – OPEN ITEMS	
1.	To receive apologies for absence, if any.	
2.	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
3.	To approve the Minutes of a meeting of the Executive held on 7 th June 2010.	4 to 6
4.	The record of decision notices from the meeting of the Joint Board held on 25 th May 2010 have now been circulated to all Members. Members may raise any questions on these decision notices.	Previously circulated to Members on 1 st June 2010
5.	Compliments, Comments, Complaints and Freedom of Information Requests	7 to 48
6.	Patch Management Policies – Provision of Domestic Bins and Bulky Waste Collection	49 to 67
7.	Working Neighbourhoods Fund Monitoring Report	68 to 120
	PART 2 – EXEMPT ITEMS <i>The Local Government (Access to Information) Act 1985, Local Government Act 1972, Part 1, Schedule 12a.</i>	
	<u>Exempt – Paragraph 3</u>	
8.	Disposal of Oxcroft Depot and Adjoining Land	121 to 124
9. *	Tender – Public Art Consultancy	125

***Denotes Key Decision on Forward Plan**