

EXECUTIVE

**MONDAY
4TH APRIL 2011
AT 1000 HOURS**

COMMITTEE ROOM ONE

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Sherwood Lodge
Bolsover
Derbyshire
S44 6NF

Date: 25th March 2011

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 4th April 2011 at 1000 hours.

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

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

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

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

You will find the contents of the agenda itemised on pages 78 and 79.

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 March 2011 at 1000 hours.

PRESENT:-

Members:-

Councillor E. Watts – Chair

Councillors K. Bowman (to minute no. 885), D. Kelly, D. McGregor, B.R. Murray-Carr, A. M. Syrett and A. F. Tomlinson.

Officers:-

W. Lumley (Chief Executive Officer), S.E.A. Sternberg (Solicitor to the Council and Monitoring Officer), J. Brooks (Director of Resources), K. Hopkinson (Director of Development), S. Tomlinson (Director of Neighbourhoods), L. Ball (Business Development Manager) (to minute no. 883), S. Bentley (Senior Environmental Health Officer (Residential)) (from minute no. 883 to minute no. 887), M. Broughton (Project Officer (Business Growth)) (from minute no. 883), P. Campbell (Head of Housing) (to minute no. 885), G. Galloway (Building and Contracts Manager), L. Hickin (Head of Leisure) (to minute no. 881), C Hirst (Arts Development Officer) (to minute no. 881), C. Millington (Scrutiny Officer) (from minute no. 880 to minute no. 882) and R. Leadbeater (Democratic Services Officer).

Also in attendance:-

Councillors M. Dooley and R. Bowler (minute no. 880 to minute no. 882)

Junction Arts:-

Keena Paul and Paul Steel (to minute no. 881)

876. APOLOGIES

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

877. URGENT ITEMS OF BUSINESS

There were no urgent items of business to consider.

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878. DECLARATIONS OF INTEREST

Minute No.	Member	Level of Interest
887.	Councillor E. Watts	Personal and Prejudicial

879. MINUTES – 7TH FEBRUARY 2011

Moved by Councillor D. Kelly, seconded by Councillor B. R. Murray-Carr
RESOLVED that the minutes of a meeting of the Executive held on 7th February 2011 be approved as a true record, subject to clarification that the Tenant Alterations Policy (minute no. 816) was approved and adopted but subject to the type of tenant alterations that would be chargeable being agreed at a future meeting.

Councillor Murray-Carr advised that a letter had been received from the Derbyshire Criminal Justice Board concerning relationships with the courts, which would be circulated to Executive Members for information.

The Scrutiny Officer and Councillors Dooley and Bowler joined the meeting during the following item.

880. JUNCTION ARTS COMMUNITY ARTS PROGRAMME – 2ND STAGE PAYMENT 2010/11 AND 2011/12 PROPOSED PROGRAMME PLAN

Keena Paul, Chair of Junction Arts, advised that Members' approval was sought to release the 2nd stage payment for 2010/11 to Junction Arts and requested that Members' consider the proposed annual plan and core funding for 2011/12.

Councillor Syrett, Portfolio Holder for Arts and Leisure, added that it was pleasing to note that the aim of the arts programme would be to increase community involvement and integration through the use of various forms of media. Members' attention was drawn to the targets detailed in the report which had been achieved for 2010/11.

Paul Steel, the newly appointed Managing Director, provided a presentation for Members detailing the achievements of the programme carried out during 2010/11 and advised that 12 projects would be undertaken during 2011/12. The primary focus of these projects would be on rurally based participatory arts and would aim to deliver against the Council's strategic objectives and Corporate Plan targets.

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Members' raised questions in respect of the ShopFace and Better Place to Work projects to which Junction Arts representatives responded. Further questions were raised in respect of other stakeholders and incomplete projects from 2010/11. It was noted that the predominance of projects were aimed at young people and schools.

The Head of Leisure drew Members' attention to the financial information included in the report. Members were advised that for the Authority's £19,800 investment, a total provision of £166,907 was "levered in" by Junction Arts. It was added that documentation was in the process of being revised to more clearly demonstrate value for money.

Members' attention was drawn to the Project Plans for 2011/12 and 2012. The Portfolio Holder for Arts and Leisure added that as a result of the Comprehensive Spending Review, it had been necessary to reduce the level of funding provided to Junction Arts. It was added that Junction Arts had considered the Council's approach to this to be fair and equitable.

The Chair thanked the representatives from Junction Arts for their presentation.

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

RESOLVED that (1) Junction Arts had performed satisfactorily and the 2nd payment for 2010/11 totalling £9,000 be released to them;

(2) the proposed annual plan and core funding for 2011/12 be approved.

REASON FOR DECISION: To promote arts and participatory arts within the District to the benefit of inhabitants.

(Head of Leisure)

Keena Paul, Paul Steel, the Head of Leisure and the Arts Development Officer left the meeting.

881. REPORT OF THE IMPLEMENTATION OF THE ANTI-SOCIAL BEHAVIOUR DELIVERY IMPROVEMENT PLAN SCRUTINY REVIEW

Councillor Murray-Carr, Portfolio Holder for Community Safety, raised concerns in respect of the extent of Portfolio Holder involvement in the review and requested that the item be deferred.

A lengthy discussion took place on the extent of Portfolio Holder involvement in Scrutiny Reviews.

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Following the debate, Members considered the recommendations of the Safe and Inclusive Scrutiny Committee outlined in the report. The Chair of the Safe and Inclusive Scrutiny Committee and Scrutiny Officer presented the report for Members' consideration.

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

RESOLVED that the report into the Implementation of the Anti-Social Behaviour Delivery Improvement Plan and the recommendations contained within the report be accepted, subject to the Chair of the Safe and Inclusive Scrutiny Committee and the Portfolio Holder for Community Safety meeting to discuss the report and recommendations and subject to any major changes resulting therefrom, (major changes being defined as including changes to recommendations) being brought back to the Executive for further consideration.

REASON FOR DECISION: Consideration of reports from Scrutiny Committees.

(Scrutiny Officer)

The Scrutiny Officer and Councillors Dooley and Bowler left the meeting.

882. REMOVABLE MEDIA POLICY

The Business Development Manager presented the report to seek Members' approval to adopt the Removable Media Policy which had been previously circulated.

The aim of the policy was to restrict and control the use of removable media devices and protect the Council from potential breaches of the Data Protection Act.

In response to questions, Members were advised that removable media devices which included CDs, MP3s and USB memory sticks, should be requested from IT Services. The use of these media devices to store personal data would require the submission of a valid business case prior to approval being given.

Members asked questions in respect of financial implications to which the Business Development Manager responded.

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

RESOLVED that the Policy be accepted.

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REASON FOR DECISION: In order to ensure that the information and information systems throughout the Council continue to be protected.

(Business Development Manager)

The Business Development Manager left the meeting.

The Senior Environmental Health Officer (Residential) and Special Projects Officer (Business Growth) joined the meeting during the following item.

883. PARKING ISSUES – TIBSHELF

The Chief Executive Officer advised Members that a 444 signature petition had been received, requesting that action be taken to remedy damage caused to a grassed area in the town centre of Tibshelf. This had been as a result of unauthorised parking by residents of nearby Council owned flats. Members were advised that the number of petitioners was insufficient to meet the Council's petition criteria.

The Head of Housing presented the report advising Members that this issue had been brought to Members' attention at the request of a local Tibshelf Member. The Head of Housing had considered various options which were outlined in the report, including installation of bollards or fencing and re-surfacing the area, all of which were financially prohibitive. It was added that there were potentially a number of other areas across the District with a similar problem.

Photographs of the area were circulated and Members raised concerns, with lengthy discussion taking place on whether remedial action should be taken. Members also suggested that the issue be considered by the Housing Stock Management Group in accordance with the recommendation included on the report, to enable this issue to be considered as a District wide issue rather than one area in isolation.

A number of possible interim measures were proposed including:

- the use of large boulders to prevent parking on the area
- monitoring by the CAN Rangers, in consultation with Derbyshire County Council, in an attempt to gain evidence for the Civil Parking Enforcement to prosecute offenders for driving over the pavement
- erection of warning signs
- vehicle clamping (if still available to local authorities)
- writing to tenants to advise of what action would be taken against offenders.

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Moved by Councillor D. McGregor, seconded by Councillor A. Tomlinson

RESOLVED that (1) the Housing Stock Management Group consider costings on the proposed interim measures including, use of large boulders and how these compare to other priorities within the Capital Programme;

(2) That the Stock Management group try to identify if other areas within the District have similar problems and report back to a future meeting of Executive.

(3) clarification be sought on what enforcement action could be taken including deployment of CAN Rangers/Civil Parking Enforcement and warning signs and local tenants be informed of this in writing.

REASON FOR DECISION: To make Members aware of a parking issue in Tibshelf and to ensure Members have the District wide information in order to decide whether a solution can be provided.

(Head of Housing)

884. MRA CAPITAL PROGRAMME

The Portfolio Holder for Housing presented the report to seek Members' approval of the draft MRA Capital Programme and transfer of funds between projects.

Moved by Councillor K. Bowman, seconded by Councillor A.F. Tomlinson

RESOLVED that (1) the draft MRA Capital Programme be accepted;

(2) The Head of Housing, in consultation with the Housing Stock Group, is able to transfer funds between individual projects;

(3) Once other funding is finalised, an additional or amended report is presented to the Executive.

REASON FOR DECISION: To agree the MRA Capital Programme for 2011/12

(Head of Housing)

The Head of Housing and Portfolio Holder for Housing left the meeting.

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885. ENTERPRISE COACHING – SUSPENSION OF CONTRACT STANDING ORDERS

The Portfolio Holder for Regeneration introduced the report to seek Members' approval to suspend Contract Standing Orders 4.8.3, 4.8.4, 4.8.5 and 4.8.6 to award Groundwork Creswell, Ashfield and Mansfield the contract for Enterprise Coaching.

The Projects Officer (Business Growth) added that changing provider at this stage may result in a significant change in the delivery of the service and would waste a proportion of the final year's reserves.

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

RESOLVED that Contract Standing Orders 4.8.3, 4.8.4, 4.8.5 and 4.8.6 be suspended for the reasons given in the report in order to award Groundwork Creswell, Ashfield and Mansfield with the contract for Enterprise Coaching.

REASON FOR DECISION: To ensure that Working Neighbourhoods Fund is targeted to best effect and where needed and to ensure that the tendering process does not unjustifiably distort the result.

(Project Officer (Business Growth))

886. MEDEN VALLEY MAKING PLACES

The Portfolio Holder for Regeneration introduced the report to seek Members' views on whether the Third Deed of Variation relating to the Members' Agreement and Funding Agreement in respect of Meden Valley Making Places should be approved.

The Senior Environmental Health Officer (Residential) advised Members that the Agreements required amendment due to the East Midlands Development Agency (EMDA) being disestablished and to extend the life of Meden Valley Making Places, therefore allowing completion of the existing programme.

Moved by Councillor A.F. Tomlinson, seconded by Councillor D. McGregor

RESOLVED that (1) the report be received;

(2) the Third Deed of Variation relating to the Members' Agreement and the Funding Agreement in respect of Meden Valley Making Places Ltd be approved;

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(3) the Chief Executive Officer be authorised to sign any legal documents in respect of the Third Deed of Variation.

REASON FOR DECISION: Bolsover District Council is a Member of Meden Valley Making Places and in supporting the company will continue to benefit from its work in the District.

(Senior Environmental Health Officer (Residential))

The Senior Environmental Health Officer (Residential) left the meeting.

Councillor Watts declared a personal and prejudicial interest and left the meeting.

Councillor A.F. Tomlinson - In the Chair

887. BARLBOROUGH HERITAGE CENTRE

Councillor Tomlinson, Portfolio Holder for Regeneration, presented the report to seek Members' approval for the Council to provide grant funding to Barlborough School House Trust. The purpose of the grant would be to support the transition period during the conversion of Barlborough Resource Centre to Barlborough Heritage Centre. This project would create a heritage exhibition to showcase local artefacts and historical records, encouraging visitors and engaging the local community in promoting the heritage of the area. The conversion would also include small business office space which would be let to provide an income to the Heritage Centre.

Moved by Councillor A. F. Tomlinson, seconded by Councillor D. McGregor

RESOLVED that (1) the Council provide £16,859 grant funding to Barlborough School House Trust to support the long-term sustainability of a local heritage/tourism asset and provide high quality small business office accommodation for Barlborough. This is subject to evidence of landowner approval to sub let on a commercial basis;

(2) delegated authority be given to the Chief Executive Officer to agree the terms of and sign the grant agreement;

(3) the Partnership team administer and monitor the grant in line with the proven Working Neighbourhoods Fund Grant funding process.

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REASON FOR DECISION: In order to develop vibrant town centres and flourishing rural communities.

(Project Officer (Business Growth))

Councillor Watts rejoined the meeting.

Councillor E. Watts - In the Chair

888. ARREARS IRRECOVERABLE ITEMS OVER £1,000

The Director of Resources presented the report to seek Members' approval to write off irrecoverable arrears in respect of persons or companies bankrupt or liquidated.

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

RESOLVED that approval be given to write off the irrecoverable items including costs amounting to £9,772.44 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)

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

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

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 item 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.

EXECUTIVE

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

The Director of Resources presented the report to seek Members' approval to write off irrecoverable arrears in respect of accounts where the debtor had ceased to trade or the debt was not cost effective to recover.

Moved by Councillor D. McGregor, seconded by Councillor A. F. Tomlinson
RESOLVED that approval be given to write off the irrecoverable items including costs amounting to £13,465.90 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)

891. CONFIRMATION OF AGREEMENT WITH CISWO OVER USE OF SITE PROCEEDS IN BOLSOVER EXEMPT – PARAGRAPH 3

The Solicitor to the Council presented the report to seek Members' views on whether to accept CISWO's offer of a Social Worker to be provided within the District in exchange for the Bolsover Baths permanent endowment. Members requested that their role/involvement be included within the service level agreement.

Members were also required to decide how the accrued interest should be used.

Moved by Councillor E. Watts, seconded by Councillor A.F. Tomlinson
RESOLVED that (1) the Bolsover Baths permanent endowment be transferred to CISWO;

(2) the Council enter into a service level agreement with CISWO for the provision of social worker service within the District on terms to be agreed by the Chief Executive Officer, in consultation with the Leader and Deputy Leader of the Council;

(3) the interest accrued from the permanent endowment should be used for a Bolsover scheme;

(4) the Chief Executive Officer be given delegated powers to apply to the Charity Commission to dissolve the Bolsover Baths charity;

(5) the Chief Executive Officer be given delegated powers, in consultation with the Leader and Deputy Leader of the Council, to

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make such application or do anything necessary to facilitate the dissolution of the Bolsover Baths charity and the transfer of the permanent endowment and interest to other suitable projects including determining what is a suitable project.

REASON FOR DECISION: To ensure that the beneficiaries of the charity obtain the benefit of the charitable endowment and interest.

(Chief Executive Officer)

892. SHERWOOD LODGE – LEASING SPACE TO OUTSIDE BODIES EXEMPT – PARAGRAPH 3

The Building and Contracts Manager presented the report to seek Members' approval to give delegated authority to the Director of Development to negotiate agreements to lease accommodation in the Council's offices.

The Director of Development advised that the agreements previously advised to Members were still on course to commence on 1st April 2011.

Moved by Councillor A.F. Tomlinson, seconded by Councillor D. Kelly

RESOLVED that the Director of Development be given delegated authority in consultation with the Chief Executive Officer, the Leader and Deputy Leader, to negotiate and enter into lease agreements, with outside bodies, for space within the Council's Corporate portfolio.

REASON FOR DECISION: In order to make best use of Council resources.

(Director of Development/Solicitor to the Council)

893. LUNCHTIME ADJOURNMENT

The time being 1230 hours Members considered whether to adjourn the meeting or whether the agenda could be concluded by 1400 hours.

Moved by Councillor D. McGregor, seconded by Councillor D. Kelly

RESOLVED that the meeting continue.

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894. PROJECT HORIZON EXEMPT – PARAGRAPH 3

The Director of Development presented the report to seek Members' approval to market Sherwood Lodge as a potential retail development site. This would also provide the Authority with an opportunity to upgrade its accommodation to a potentially more cost effective building.

Members requested a further report outlining in detail the potential financial benefits and regeneration impact of the proposal.

Moved by Councillor A. F. Tomlinson, seconded by Councillor D. McGregor
RESOLVED that delegated authority be given to the Director of Development in consultation with the Chief Executive Officer, the Leader and Deputy Leader to:-

- (1) Negotiate terms for the sale and achievement of best value of Sherwood Lodge as a development site based on both price and overall regeneration impact;
- (2) Use £3K of transition grant fund to be ring-fenced to support the cost associated with the sale of the site;
- (3) Undertake the process of identifying an appropriate new Council facility including detailed design to Bolsover District Council to put the development out to tender;
- (4) Use £265K of transition grant fund to be ring fenced to support the cost associated with identifying the preferred site and associated design works;
- (5) Following the conclusion of 1 to 4 above that a report be provided to Executive detailing the potential financial benefits and overall regeneration impact of the proposal.

REASON FOR DECISION: To develop vibrant town centres and flourishing rural communities.

(Director of Development/Solicitor to the Council)

The meeting concluded at 1247 hours.

**Agenda Item 5.
Recommended Item from Sustainable
Communities Scrutiny Committee – 3rd March 2011**

**873. PATCH MANAGEMENT POLICIES – NUISANCE VEHICLES
POLICY**

The Street Services Manager presented the Nuisance Vehicles Policy on behalf of the Environmental Health Commercial Manager.

The Nuisance Vehicles Policy had recently been reviewed and presented to Equality Services Development Group (ESDG), and Senior Management Team.

Senior Management Team had requested that the Control Sheet be updated and this had now been carried out. ESDG had made no recommendations.

Further to a question raised by Councillor Cook, the Street Services Manager replied that there had been a significant reduction in the number of abandoned vehicles.

Councillor Ward asked if cars parked with two wheels on a pavement came under the Nuisance Vehicles Policy. The Street Services Manager replied that although he was aware that some authorities had successfully taken action on vehicle owners regarding this, it did not fall under the context of this Policy.

Moved by Councillor T. Cook, seconded by Councillor G.O. Webster
RESOLVED that the Revised Nuisance Vehicles Policy be implemented,

RECOMMENDED that the Policy be forwarded to the Executive.

(Environmental Health Commercial Manager / Head of Democratic Services)

The Street Services Manager left the meeting.

Committee:	Sustainable Communities Scrutiny Committee	Agenda Item No.:	6.
Date:	3 rd March 2011	Category	
Subject:	Patch Management Policies - Nuisance Vehicles Policy	Status	Open
Report by:	Environmental Health Commercial Manager		
Other Officers involved:	None		
Director	Director of Development		
Relevant Portfolio Holder	Dennis Kelly Cabinet Member for the Environment		

RELEVANT CORPORATE AIMS

STRATEGIC ORGANISATIONAL DEVELOPMENT – Continually improving our organisation.

COMMUNITY SAFETY – Ensuring that communities are safe and secure by arranging for the investigation and removal of nuisance vehicles in accordance with the Council’s statutory duties.

CUSTOMER FOCUSED SERVICES – Providing excellent customer focused services by responding promptly to all reports of nuisance vehicles.

ENVIRONMENT – Promoting and enhancing a clean and sustainable environment by undertaking environmental enforcement in respect of nuisance vehicles under the relevant statute.

TARGETS

CUSTOMER FOCUSED SERVICES - Providing excellent customer focused services by responding promptly to all reports of nuisance vehicles:

Local Performance Indicator EH 218a - Percentage of new reports of abandoned vehicles investigated within 24 hrs of notification.

Local Performance Indicator EH 218b – Percentage of abandoned vehicles removed within 24hrs from the point at which the Authority is legally entitled to remove the vehicle.

VALUE FOR MONEY

The District Council is able to recover the costs associated with some of the statutory functions associated with abandoned vehicles from the Derbyshire County Council

THE REPORT

The Patch Management Working Group (PMWG) has previously identified a need for a Council Policy on the following subject and this has recently been reviewed;

Nuisance Vehicles Policy

A copy of the draft policy is attached to this report for consideration by Members.

Member's comments and or recommendations will be considered by the Patch Management Working Group on 11th March 2011 and included as issues for consideration in a report to Executive on 4th April 2011.

The draft report was submitted to the following groups for consideration and comment.

Equalities Services Development Group (ESDG) on 15th November 2010.

Senior Management Team (SMT) on 23rd December 2010.

The attached draft policy was approved by the Patch Management Group on 15th August 2010.

ISSUES FOR CONSIDERATION

The ESDG made no recommendations

SMT recommended that the control sheet in the document be updated and this amendment has been implemented.

IMPLICATIONS

Financial : None

Legal : The Council has statutory responsibilities to deal with nuisance vehicles in certain circumstances

Human Resources : None

RECOMMENDATIONS that;

- 1. Scrutiny Committee supports the implementation of the Nuisance Vehicles Policy.**
- 2. This report be forwarded to Executive on 4th April 2011**

ATTACHMENT: Y

FILE REFERENCE: Available from the Environmental Health Commercial Manager in G78

SOURCE DOCUMENT:

- Clean Neighbourhoods and Environment Act 2005 (CNEA)
- Refuse Disposal (Amenity) Act 1978 (RDAA)
- Local Government (Miscellaneous Provisions) Act 1976 (LGMPA)
- The Highways Act 1980 (THA)
- Road Traffic Regulation Act 1984 (RTRA)
- Removal and Disposal of Vehicles Regulations 1986 (RDVR)

BOLSOVER DISTRICT COUNCIL

Nuisance Vehicles Policy

December 2006 (Approved)

October 2008 (reviewed)

August 2010 (Last reviewed)

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



COMMUNITY
SAFETY



CHILDREN'S &
YOUNG PEOPLE'S SERVICES



ENVIRONMENT



EDUCATION



SOCIAL INCLUSION



ECONOMIC REGENERATION
(Economic Well-being)



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CHINESE

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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۔



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CONTROL SHEET

Details of Document	Comments / Confirmation
Title	Nuisance Vehicles Policy
Document type – i.e. draft or final version	Draft review v2. 13 th August 2010
Location of Policy	Document1
Author of Policy	S Gillott, Environmental Health Commercial Manager
Member route for Approval & Cabinet Member concerned	Scrutiny; Executive; D. Kelly, Environment Portfolio
Date Risk Assessment completed	
Date Equality Impact Assessment approved	15/11/10
Partnership Involvement (if applicable)	N/A
Date added to the Forward Plan	N/A
Policy Approved by	
Date Approved	
Policy Review Date	August 2013
Date forwarded to CSPD (to include on Intranet and Internet if applicable to the public)	

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1. Introduction

Motor vehicles can cause problems within an area for many reasons; there are a number of categories of vehicle that cause a nuisance, particularly to the local amenity.

For the purposes of this policy the definition of vehicle is the same as used in the Refuse Disposal (Amenity) Act 1978 (section 11(1)):

'a mechanically propelled vehicle intended or adapted for use on roads, whether or not it is in a fit state for such use, and includes any trailer intended or adapted for use as an attachment to such a vehicle, any chassis or body, with or without wheels, appearing to have formed part of such a vehicle or trailer and anything attached to such a vehicle or trailer.'

A motor vehicle is the property of somebody, therefore someone has a legal entitlement to it, although who that person is may not be immediately apparent and in fact may be impossible to establish. A person may still retain liability notwithstanding that ownership is relinquished, e.g. abandoned vehicle.

Local authority officers and even police officers have no authority to remove vehicles from the highway or any other place except in accordance with their powers under the relevant legislation.

Relevant legislation for this policy will be;

- Clean Neighbourhoods and Environment Act 2005 (CNEA)
- Refuse Disposal (Amenity) Act 1978 (RDAA)
- Local Government (Miscellaneous Provisions) Act 1976 (LGMPA)
- The Highways Act 1980 (THA)
- Road Traffic Regulation Act 1984 (RTRA)
- Removal and Disposal of Vehicles Regulations 1986 (RDVR)

2. Scope

For the purpose of this policy nuisance vehicles will be categorised into six main groupings, these being;

- Abandoned Vehicles – as defined by the RDAA
- Burnt out vehicles – as defined by the RDAA
- End of Life/Scrap Vehicles – where they are a visual detriment to the locality.
- Untaxed – where they are on a highway.
- For Sale/Being Repaired - where they are a visual detriment to the locality or in breach of the CNEA.
- Pool vehicles – vehicles being shared and used for anti social behaviour.

The policy only covers the vehicles listed above which are located within the boundaries of Bolsover District Council.

3. Principles

The Council is committed to providing a Cleaner, Greener, Safer Environment and will use all available legislation to remove nuisance vehicles from the district.

4. Policy Statement

Abandoned Vehicles – Will be dealt with under the RDAA and CNEA, all reported abandoned vehicles will be inspected within 24 hours of being reported as abandoned and will be removed within 24 hours of the Council having the legal right to remove.

Burnt out Vehicles - Will be dealt with under the RDAA, all reported vehicles will be inspected within 24 hours of being reported as burnt out and will be removed within 24 hours of the Council having the legal right to remove. (Subject to approval from the Police Authority) Where they are on private property the appropriate land owner will be contacted prior to removal.

End of Life/Scrap Vehicles – Where they are reported to the Council as being detrimental to the locality they will be inspected within 24 hours. Where they are on Council property the relevant tenancy enforcement action will be taken to have the vehicle removed. Where they are on private property the appropriate planning regulations will be enforced where appropriate.

Untaxed – Where an untaxed or SORN vehicle is reported to the Council and is on a road, but has not been deemed to be abandoned, it will be inspected within 24 hours and the relevant information will be provided to the DVLA for prosecution. Where an untaxed or SORN vehicle is on Council property the relevant tenancy enforcement action will be taken to have the vehicle removed

For Sale/Being Repaired – These will be dealt with under the CNEA, all vehicles for sale/being repaired and reported to the Council as being detrimental to the locality will be inspected within 24 hours. Where they are on private property the appropriate planning regulations will be enforced where appropriate.

Pool Vehicles – All vehicles reported to the Council as being used for anti social behaviour will be inspected within 24 hours, where there is no registered keeper the car will be removed within 24 hours, where there is a registered keeper the vehicle will be reported to the police immediately.

NOTE: the 24 hours response referred to above allows for a response by the end of the following working day but does not include weekends, Bank Holidays, Good Friday, Christmas Day, Boxing Day and New Years Day

5. Responsibility

Abandoned Vehicles – Environmental Health Commercial Section

Burnt out Vehicles – Environmental Health Commercial Section

End of Life/Scrap Vehicles– Housing and/or Planning

Untaxed – Community Safety and/or Housing

For Sale/Being Repaired – Environmental Health Commercial Section and/or Planning

Pool Vehicles – Community Safety

Committee:	Executive	Agenda Item No.:	7.
Date:	4 th April 2011	Status	Open
Category	2. Decision within the functions of Executive		
Subject:	Report on the Quality of the Cleanliness of the Environment Sustainable Communities Scrutiny Review		
Report by:	Councillor Hazel Ward – Chair of the Sustainable Communities Scrutiny Committee		
Other Officers Involved	Scrutiny Officer		
Director	Director of Neighbourhoods		
Relevant Portfolio Holder			

RELEVANT CORPORATE AIMS

ENVIRONMENT – Promoting and enhancing a clear and sustainable environment

TARGETS

Increase the standard of street cleanliness (litter and detritus) to 95% by March 2011.

VALUE FOR MONEY

It is hoped that the recommendations will assist the Council in developing the service so that it becomes more proactive in its approach to Street Cleansing and Grounds Maintenance.

THE REPORT

At its meeting on 30th June 2010, the Sustainable Communities Scrutiny Committee agreed to undertake a review on Quality of the Cleanliness of the Environment.

When considering how the Sustainable Communities Scrutiny Committee would address the review, Members were aware that the task in hand was to try to identify greater efficiencies of scale whilst bearing in mind the current budget situation.

Throughout the review process, two main points became apparent, enforcement and responsibilities. Consultation carried out has focussed on the perception of the public, what they see as their responsibilities and what are those of the Council. The recommendations made in this report reflect the issues raised throughout the Committee's evidence gathering.

It is important to recognise that work has already begun to address some of the issues and there are many dedicated people working within the service, striving to achieve good results.

ISSUES/OPTIONS FOR CONSIDERATION

The recommendations in the Scrutiny Review report.

IMPLICATIONS

Financial: None identified
Legal: None identified
Human Resources: None identified

RECOMMENDATIONS

- 1. That the Executive consider the Sustainable Communities Scrutiny Committee recommendations set out in the report of the Quality of the Cleanliness of the Environment Scrutiny Review.**
- 2. That a response be provided on the review recommendations in order that an action plan is drawn up to monitor implementation.**

REASON FOR DECISION TO BE GIVEN IN ACCORDANCE WITH THE CONSTITUTION

Consideration of reports from Scrutiny.

ATTACHMENTS: Y
FILE REFERENCE:
SOURCE DOCUMENT: ***Quality of the Cleanliness of the Environment Scrutiny Review Report***

**BOLSOVER DISTRICT
COUNCIL**

**SUSTAINABLE COMMUNITIES
SCRUTINY COMMITTEE**

**QUALITY OF THE
CLEANLINESS OF THE
ENVIRONMENT
SCRUTINY REVIEW**

March 2011

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Foreword of Councillor Hazel Ward Chair of the Sustainable Communities Scrutiny Committee

The issue of cleanliness is certainly an issue that is close to every Member's heart and is always a topic for discussion.

I would like to thank all the officers who have been involved in the review for taking the time to attend meetings and talk to the Committee about their roles.

I would also like to thank Richard Tyndall, Programme Manager – Berkshire Improvement and Efficiency Partnership who has provided feedback on his findings from his work based on the REIP review carried out in March 2010 and for his comments on the Committee's recommendations. Thanks also to Ann Bedford, Support Officer – Customer Service and Performance, Richard Morley, User Engagement Officer and Lynne Cheong, Equality Improvement Officer for allowing the Committee to attend their meetings to consult with different groups and thanks to the Parish Councils who took the time to respond to our questionnaire.

Finally, my thanks to all the Members of the Sustainable Communities Scrutiny Committee for attending the meetings and contributing to the review and to the Scrutiny Officer and Democratic Services Officer for their support.

1. Introduction

At its meeting on 30th June 2010, the Sustainable Communities Scrutiny Committee agreed to undertake a review on Quality of the Cleanliness of the Environment.

The Review was identified as a priority by elected Members at the Scrutiny Conference in May 2010.

After commencing the review, the Committee was asked by the Chief Executive to co-ordinate the work taking place following the REIP report in March 2010 which was being carried out by an independent consultant, employed by the authority to gather evidence on its behalf. It had initially been the Committee's intention to speak to a variety of officers involved in the delivery of the Street Cleansing and Grounds Maintenance Services; however, it soon became apparent that this would be a duplication of the work being undertaken elsewhere.

Instead the Committee used the evidence it had gathered up to that point and received feedback from the Consultant of his findings and how that compared to those of the Scrutiny Committee. It was anticipated that the evidence provided from the REIP work, would support the recommendations of the Scrutiny Committee.

The Committee comprised of the following Members,

Cllr Hazel Ward (Chair)

Cllr Susan Wallis (Vice-Chair)

Cllr Terry Cook

Cllr Malcolm Crane

Cllr Sally Gray

Cllr Ray Holmes

Cllr Joan Morley

Cllr Tom Rodda

Cllr George Webster

Support to the Committee was provided by the Scrutiny Officer and the Democratic Services Officer.

Details of the scope of the review is attached as **Appendix 1**.

The Committee met on seven occasions to consider the scope of the review, key issues they wanted to discuss and the people they wished to interview, including officers who were involved in the delivery of street cleansing and grounds maintenance. Attached as **Appendix 2** is a list of stakeholders interviewed and consulted.

Equalities and Diversity

The Equalities Officer at Bolsover District Council was consulted during the review. Within the process of the review the panel have taken into account the impact of equalities and have not identified any negative impact.

The Equalities Panel were also consulted as part of the evidence gathering for the review.

2. Recommendations

Recommendation 1

The Council supports the reviews of the structures and procedures to address street cleanliness and improve efficiency to include:

- a) Considering a restructure involving the merger of the street cleansing and grounds maintenance sections. A merger of the street cleansing and grounds maintenance teams would provide a multi-skilled workforce where one team complete a job, rather than two.
- b) Developing a robust system of accurate information relating to the length of streets swept and amount of grass cut which can be updated regularly in addition to agreed and measured Standard Minute Values for tasks within the service.
- c) Reviewing the work patterns for grounds maintenance staff and looking at most appropriate ways of working throughout the summer and winter months.

Recommendation 2

2a The Council continues to use the scoring and grading methods of NI195 voluntarily to monitor performance.

The Council, together with its neighbours undertakes cross authority monitoring in relation to performance against NI195 targets. The 2008-11 Corporate Plan identified a key target of 'improving street cleanliness to 95% by 2011'. The target was not directly measured by NI 195, but was based on the standards and outcomes from it. Bolsover District Council was part of the Derbyshire Partnership Forum which had established a common standard of cleansing and inspection criteria. It is proposed that this best practice is continued.

2b The Council involves Members in its work on standards of cleaning including agreeing the standards for grass and other areas.

It was thought that Member involvement would be more productive as there could be cost implications for setting over ambitious standards, although this was unlikely to be a major issue if a group of Members were involved in a workshop to agree the standards.

Recommendation 3

The Council reviews its services and resources to ensure that they reflect the current and differing resource needs of the District to include;

- a) The current stock of machinery and sweepers is old and repair bills are expensive. The teams have up to four machines down at one time. Consideration should be given to alternative, efficient ways of working suitable for the needs of the District.
- b) A variety of equipment would ensure that the Council had the flexibility to carry out jobs, for example, a large road sweeper would struggle to get down some narrow village roads and a small Swingo sweeper wouldn't sweep a busy main road effectively. Having a variety of different machines for the different types of job was seen as the preferred option.
- c) The Council to look into the possibility of an arrangement for all its vehicles to be registered to use Clover Nook waste facility. The CAN Rangers felt that their time could be used more efficiently if they were able to use a local waste facility this would ensure that less time was spent travelling to other sites to deposit any collected items.
- d) That consideration be given to whether existing litter/dog bins are appropriately placed or whether some could be relocated. If more bins are required, this would require a change to the Council's policy.

Recommendation 4

The Council reviews its processes for reporting and investigating incidents to improve efficiencies in dealing with issues and avoid duplication of work including;

- a) Ensuring that reporting becomes embedded as part of the day-to-day job for employees.
- b) There appears to be duplication when the public report incidents of fly tipping. Usually the Rangers are asked to go out first to follow up the report and then the problem is reported to the Grounds Maintenance and Cleansing Co-ordinator who then sends out a member of staff to collect it. Although it is appreciated that incidents of fly tipping have to be assessed, a review of the procedure may identify a more efficient way of carrying out this task.
- c) The way that the Council co-ordinates with other agencies, for example Derbyshire County Council and the Highways Agency be reviewed to ensure that effective communication channels are in place.

Procedures exist within the CRM system for referring issues to other agencies where they are responsible for action. Other suggestions received included using the Local Strategic Partnership to form a more

co-ordinated approach to street services with Parish Councils which in turn could prompt joint council and public awareness measures.

Recommendation 5

The Council develops Parish Charters using the Charter Framework in order to improve service efficiencies by;

- a) The Council continues to contact all Parish Councils with a view to forming agreements, e.g. allowing staff to use skips and water locally instead of them having to return to the depot to empty the sweepers.
- b) Using existing channels of communication with Parish Councils and the Parish Council Liaison meetings to encourage reporting and solving of issues.

Parish Councils suggested that providing notification and rotas for street cleaning and litter/dog bin emptying would help them to plan in the work rotas of Parish employees and to ensure that duplication did not occur. It would also be helpful to Parishes to enable them to respond to queries from residents about the frequency of these activities.

Recommendation 6

The Council Enforcement Group review the current enforcement methods to ensure that they reflect and communicate the Council's commitment to providing and maintaining a clean, safe and healthy environment to include;

- a) The use of Fixed Penalty Notices be reviewed for effectiveness in terms of the area that is targeted, the payment rates, the message that they send and the appropriate staff to issue them.
- b) The Enforcement Group to use meetings to raise awareness on reporting issues to the correct officers and evidence required in order to successfully issue a Fixed Penalty Notice.
- c) That information provided at the application stage for both Planning and Licensing applications be reviewed to ensure that relevant information on responsibilities is provided at the earliest possible stage.
- d) Considering the use of Dog Exclusion Orders to protect certain public areas including children's play areas and the District's Green Flag Park. An example of good practice can be found from Newark and Sherwood District Council who have recently implemented Dog Control Orders to improve the local environment.
- e) On the last day of term, year 11 students finished school and caused a huge amount of litter by ripping up papers and throwing them around. It

was the Council's policy not to prosecute anyone under the age of sixteen and therefore, no further action was taken.

Recommendation 7

The Council continues to use existing communication channels to inform the public of;

- a. What the Council is doing**
 - b. The costs of cleaning**
 - c. All stakeholders' responsibilities in preserving a clean and safe environment, including;**
- a) Use the local press to show how much effort is going into keeping the District clean. Other groups such as Residents Associations could also be utilised to assist with communications where leaflets were already regularly sent to local people.
 - b) The Council continues to work with schools, head teachers and other local organisations to encourage the general public to take responsibility in creating a clean and safe environment to live in. Suggestions arising from the consultation carried out included, an exercise showing school children what their local communities would look like in fifty years time if they don't take any action – and what it could look like if they do keep it clean and tidy, it was suggested that this exercise could be incorporated into school assemblies or citizenship lessons. Other suggestions included more competitions with schools where the Council undertakes litter inspections and issues certificates and using the Youth Council to take activities back into their schools to help with awareness raising.
 - c) That business and other networks be used to reinforce the responsibility of businesses owners and other organisations around waste disposal and street cleaning. This will ensure that local businesses are aware of their waste duties and are appropriately supported in meeting them. An example of this would be waste from fast food establishments in the vicinity of the outlet.

Evidence

The review panel collected evidence in a variety of ways;

- Presentation on Environmental Cleansing from the Head of Community Services and Street Services.
- Interviews with relevant personnel (**Appendix 2**)
- Comments and feedback from Richard Tyndall, Programme Manager, Berkshire Improvement and Efficiency Partnership.

- Consultation with - Youth Council (**Appendix 3**)
- Equality Panel (**Appendix 4**)
- National guidelines and legislation
- Good practice examples
- Community & Street Services – Service Request Data (formerly MSRP Report)

3. Conclusion

It is clear to see that a tremendous amount of work and effort has gone into addressing the issues raised in the REIP report dated March 2010 and Managers and staff are committed to improving performance.

When considering how the Sustainable Communities Scrutiny Committee would address the review, Members were aware that the task in hand was to try to identify greater efficiencies of scale whilst bearing in mind the current budget situation. It appears that cost levels are high and productivity could be increased, in the position the Council finds itself facing with regards to budgets, there is a need to do the same for less.

Throughout the review process, two main points became apparent, enforcement and responsibilities. Consultation carried out has focused on perception of the public, what they see as their responsibilities and what are the Councils. The recommendations made in this report reflect the issues raised throughout the Committee's evidence gathering.

It was clear that Bolsover District Council does very well at maintaining clean streets and dealing with incidents of fly tipping. This was reflected in the consultation carried out as part of the review where the general opinion was that Bolsover is clean and tidy. However, detritus is not handled to the same standard and needs to be looked at. Consideration should be given to what is stopping the authority doing a good job, which could be a number of factors including resources, equipment or the mindset of the workforce.

It is important to recognise that work has already begun to address some of the issues and there are many dedicated people working within the service, striving to achieve good results.

It is hoped that the recommendations will assist the Council in developing the service so that it becomes more proactive in its approach to Street Cleansing and Grounds Maintenance and less reactive.

Appendix 1

<u>BOLSOVER DISTRICT COUNCIL</u> <u>SCRUTINY PROJECT MANAGEMENT</u> <u>SCRUTINY REVIEW SCOPE</u>	
<u>NAME OF COMMITTEE:</u> Sustainable Communities Scrutiny Committee	<u>SCRUTINY OFFICER:</u> Claire Millington
SUBJECT TO BE REVIEWED	Quality of cleanliness of the environment
MEMBERSHIP	Cllrs H Ward (Chair), S Wallis (V-Chair), T Cook, M Crane, S Gray, R Holmes, J Morley, T Rodda and G Webster
DIRECTOR	Director of Development – Kevin Hopkinson
REASON(S) FOR THE REVIEW	Raised as a topic by elected members at the Scrutiny Conference
IDENTIFY APPROPRIATE CORPORATE PLAN AIMS, PRIORITIES AND TARGETS	<p>Priority – Protect, enhance and improve the natural and built environment in a sustainable way.</p> <p>Target – Increase the standard of street cleanliness (litter and detritus) to 95% by March 2011.</p>
TERMS OF REFERENCE	To review the current situation, processes and the condition of the street scene.
AIMS AND OBJECTIVES OF REVIEW	<p>AIM – To identify and highlight good practice and areas for improvement</p> <ul style="list-style-type: none"> • To consider current levels of action • To consider current levels of concern – what are the major issues? • To consider how Parish Councils contribute to street cleansing • To identify potential changes/improvements • To consider the two reviews currently being undertaken (REIP Tribal Review and the Internal Review of Street Cleaning) and ensure that the Scrutiny Review co-ordinates the outcomes of the three.
KEY ISSUES	<ul style="list-style-type: none"> • Dog fouling • Litter and detritus (street scene) • Fly Tipping • 80:20 – public perception/enforcement/engagement/responsibility • Eyes and Ears reports(effectiveness of CRM reporting) • Good practice examples • Benchmarking

TIMESCALE	ESTIMATED	REVISED	ACTUAL
Commencement	25 th August 2010		25 th August 2010
Interim Report/ Recommendations	7 th January 2011	3 rd March 2011	3 rd March 2011
Finish	January 2011	February 2011	February 2011
Report	3 rd March 2011		3 rd March 2011

METHOD(S) OF REVIEW:	Interviews Focus Groups Questionnaires Research (Centre for Public Scrutiny, case studies, policies/guidelines)
IMPLICATIONS: (legislative, regulatory, etc)	
DOCUMENTARY EVIDENCE: (Internal/External)	<ul style="list-style-type: none"> • Relevant Policies: - <ul style="list-style-type: none"> ○ Graffiti Policy ○ Bus Shelters Policy ○ Litter bin and Dog Bin Policy (Patch Management) ○ Nuisance vehicle Policy ○ Untidy land and buildings policy • Previous PPMG report (2009/10) • Report to SMT dated 20/05/2010 addressing under performance in Street Cleansing • 2009/10 National Indicator Performance Spreadsheet • Fly tipping report (broken down into wards) • CRM reports through the Contact Centre • Customer Service Standards – booklet • Information on Council Website • Dog Fouling and the Law; a guide for the public • Dog Fouling Scrutiny Review – Leeds City Council 2009 (from Centre for Public Scrutiny website) and any other relevant reviews/information.
STAKEHOLDERS	<ul style="list-style-type: none"> • Cllr Dennis Kelly – Cabinet Member for the Environment • Director of Development • John Ritchie – Head of Community Safety and Street Services • Peter Campbell – Head of Housing • Lee Hickin – Head of Leisure • Adrian Lowery – Street Service Manager • Sharon Gillott – Environmental Health Commercial Manager • Jessamine Gilchrist – Grounds Maintenance and Cleansing

	<p>Manager</p> <ul style="list-style-type: none"> • Martin Hunter – Grounds Maintenance and Cleansing coordinator • Andrew Green – Dog warden • Anthony Tyson – Playgrounds and open spaces warden • CAN Rangers • Parish Councils • Local people • Expert Witnesses to be called as appropriate (best practice from other Local Authorities)
CONSULTATION/ RESEARCH:	<p>Youth Council Equality Panel Best Practice from other authorities</p>
SITE VISITS	
RESOURCE IMPLICATIONS OF REVIEW:	

SCRUTINY REVIEW OUTCOMES

CONCLUSIONS:
RECOMMENDATIONS:
CABINET CONSIDERED:
OUTCOME:
FOLLOW UP:
REVIEW OF PROCESS/COMMENTS:
SIGNED OFF BY CHAIR:
SIGNED OFF BY SCRUTINY MANAGEMENT BOARD:
DATE:

Appendix 2

Stakeholders

Cllr Dennis Kelly -	Portfolio Holder for Environmental Services
Stuart Tomlinson -	Director of Neighbourhoods
John Ritchie -	Head of Community Services and Street Services
Jessamine Gilchrist -	Grounds Maintenance and Cleansing Manager
Martin Hunter -	Grounds Maintenance and Cleansing Co-ordinator
Kevin Revell -	Environmental Enforcement Officer
Julian Handley –	CAN Ranger
Chris Lindley -	CAN Ranger
Kevin Shillito -	Principal Solicitor
Richard Tyndall -	Programme Manager – Berkshire Improvement and Efficiency Partnership
The Young Voice -	Bolsover Youth Council
Bolsover District Council Equality Panel	
Old Bolsover Town Council	
Shirebrook Parish Council	
Tibshelf Parish Council	
Anonymous responses from Parish Councils	

Appendix 3

Dear Parish Clerk

The Sustainable Communities Scrutiny Committee of Bolsover District Council is currently undertaking a review of the quality of cleanliness of the environment scrutiny review.

We would like to incorporate the comments and suggestions of the Parish Councils in the review and therefore would be grateful if you could complete this questionnaire and return it to me at your earliest convenience.

If you have any queries or require a copy of the questionnaire by e-mail please do not hesitate to contact me.

Kind regards,

Claire Millington
Scrutiny Officer

Bolsover District Council, Sherwood Lodge, Bolsover, Derbyshire, S44 6NF
Tel: 01246 242385
E-mail: claire.millington@bolsover.gov.uk

QUALITY OF CLEANLINESS OF THE ENVIRONMENT SCRUTINY REVIEW

Questions to Parish Councils

1. How do you contribute towards street cleansing within your Parish?
2. What are the problems/concerns within your Parish? How could these be dealt with?
3. How do you work with the District Council to ensure that your Parish is kept clean and tidy?
4. What changes/improvements could be made?
5. Anything else you would like to add?

Quality of Cleanliness of the Environment Scrutiny Review

Consultation with the Youth Council

Tuesday 18th January 2011

What are the issues relating to your local environment?

- Litter
- Vandalism – parks/buildings
- Not feeling safe
- Yobs
- Bins not emptied regularly
- Anti-social behaviour
- Theft
- Drinking/safety
- Nothing to do
- Green bins seen around and about fore frequently (at school)
- More/bigger recycling bins needed

What do you think are your responsibilities in looking after the local environment?

- Not spitting and not throwing chewing gum on pavements
- Recycle – paper/plastic
- Do not dump rubbish
- Take your takeaway box home – recycle!
- Pick up after your dog
- Put more bins around the community
- Don't damage local parks or shops
- No littering
- Put rubbish in bins
- No vandalism
- Use bins provided
- Spreading the word about protecting the environment
- Energy saving – turn light and computers off!
- Sponsored litter pick
- Look after your own rubbish

- In 50 years time – this is what things will look like if we don't look after the environment.....this is how things could look if we do look after it.

What should the Council do to help look after the local environment, given the spending cuts that Councils are facing?

- Get the community more involved – voluntary work
- Keeping parks clean
- High fines!!
- Rubbish bins/street bins
- Put up signs – don't leave rubbish – look after your own rubbish
- Your rubbish is your responsibility
- Stop graffiti
- Fences over flower beds so no one dumps rubbish
- Are there any police in Bolsover patrolling after dark (9pm – 9am?)
- Monitoring
- CCTV – with a megaphone so if you drop litter – someone can shout you to pick it up!!

Key messages

The Youth Council came up with some good discussion points and suggestions – in particular, suggestions on what local people's responsibilities are/should be in looking after their environment.

1. Building on a suggestion, an exercise could be developed – showing school children what their local communities could look like in 50 years time if they don't take any action – Council staff already have a programme to go into schools, this could be incorporated into this programme. (School assemblies or citizenship, etc).
2. Encouraging schools to do a sponsored litter pick/competitions with other schools, etc to help promote awareness.

Getting out into the schools will encourage children and young people to be responsible, and in turn, the messages will be passed on to parents and family members. This could be done in a variety of ways and not necessarily from the same department/with

varying levels of support required. The Youth Council could be encouraged to take activities back into their schools to help with awareness raising, requiring a minimum amount of support/resources from the Council.

Appendix 5

Quality of Cleanliness of the Environment Scrutiny Review

Consultation with the Equality Panel

Friday 28th January 2011

What are the issues relating to your local environment?

- Litter Bins – not enough around schools, main routes and local shops, e.g. takeaways, etc.
- Litter bins not emptied often enough
- Refuse collection vehicles – leaving waste/litter after a collection
- Dog fouling – the facilities are there, it is down to the time of year.
- Our area is quite good – clean and tidy
- The amenity site staff are always very helpful and willing (coalite)
- Generally Bolsover is neat and tidy
- Empty properties attract fly tipping – charging – does the money brought in through charges outweigh the cost of clearing fly tipping?
- The new bins might help alleviate some of the problems around litter.

What do you think are your responsibilities in looking after the local environment?

- Parish Councils have in the past issued bags to dog owners
- Education – people being more involved and schools educations children who in turn pass it on to their parents
- Businesses should be responsible for the immediate area around the premises.
- Schools should be responsible for litter in and around the school.
- Action – Dog fouling – being prepared to report it

- Restriction on dogs in parks and open spaces – zones, including children’s play areas
- Dog licences – but there are responsible dog owners

What should the Council do to help look after the local environment, given the spending cuts that Councils are facing?

- Deal with key issues – fly tipping/dog fouling
- Education is the key!
- Some Parishes have a maintenance team or litter pickers, work closer with these partners.
- Relationship between Parish, District and County Councils
- Are we making the most of the resources we’ve got?
- What can we share with other authorities?

Key messages

1. **Consider whether litter/dog bins are appropriately placed, whether more are needed or some could be relocated (Dog and Litter Bin Policy – Nov. 2009 covers these issues).**
2. **Education and making sure that schools and local businesses are doing their part in keeping Bolsover clean and tidy.**
3. **Consider whether it would be appropriate to have dog free zones in public/open spaces, e.g. children’s play areas.**
4. **Consider whether dog licences are appropriate.**
5. **Calculating the cost of clearing fly tipping to see if it is actually costing the council more than it was to clear items for disposal in the first place.**
6. **Some people felt that the new burgundy bin might help alleviate some of the problems, more household waste could be recycled, three different bins per household for rubbish and waste.**

Bibliography

- East Midlands Regional Efficiency Improvement Partnership – Regional Benchmarking Analysis
- East Midlands Regional Efficiency Improvement Partnership - Priorities for Action
- East Midlands Regional Efficiency Improvement Partnership – Efficiency Challenge
- ENCAMS Report
- Derbyshire District & Borough Principal Litter Authority NI195 Data Collection Matrix
- Derbyshire Partnership Forum – NI195 Delivery Plan
- Enforcement of Dog Fouling – Leeds City Council
- A Review of Clean and Tidy Streets and Open Spaces – Sandwell MBC
- Scrutiny Review of Litter and Dog Fouling – Pendle Borough Council
- Waste Management and Recycling – Centre for Public Scrutiny Report
- Community & Street Services – Service Request Data (formerly MSRP Report) – up to date third quarter information.
- Newark & Sherwood District Council Website – Dog Control Orders.

Committee:	Executive	Agenda Item No.:	8.
Date:	4 th April 2011	Status	Open
Category	2. Decision within the functions of Executive		
Subject:	Report of the Reduction and Prevention of Rent Arrears Improvement Scrutiny Review.		
Report by:	Councillor Hilary Gilmour – Chair of the Improvement Scrutiny Committee		
Other Officers Involved	Scrutiny Officer		
Director	Director of Neighbourhoods		
Relevant Portfolio Holder			

RELEVANT CORPORATE AIMS

STRATEGIC ORGANISATIONAL DEVELOPMENT – Continually improving our organisation.

TARGETS

By March 2011 reduce the number of current housing tenants owing more than 7 weeks rent by 20%, from the March 2009 figure.

Reduce former Council housing tenants arrears by 25% by March 2011.

VALUE FOR MONEY

It is hoped that the recommendations made in this report will contribute to further reducing the amount of rent arrears owed to the Council which in turn will benefit the Council's budgets, as rent arrears reduce, the bad debt provision can also be reduced, resulting in an increased working balance in the general fund budget.

THE REPORT

At it's meeting on 28th June 2010, the Improvement Scrutiny Committee agreed to undertake a review on the reduction and prevention of rent arrears.

The Council takes the issue of rent arrears very seriously and created two Corporate Plan targets for 2010/11 to ensure that performance was monitored.

The Committee acknowledged the efforts of the Tenancy Management Team in a challenging environment with the team achieving a £400k reduction in rent arrears since responsibility passed to the Housing Department.

The Committee aimed to build on these successes and identify ways to continue and improve on this progress, whilst ensuring that preventative measures were taken to avoid rent arrears in the first instance.

The Improvement Scrutiny Committee is aware that a Payment Strategy is being developed and this may have a major impact on the way payments are made and could potentially reduce the amount of tenants getting into arrears if new and more accessible options are available to them.

ISSUES/OPTIONS FOR CONSIDERATION

The recommendations made by the Improvement Scrutiny Committee

IMPLICATIONS

Financial: None identified
Legal: None identified
Human Resources: None identified

RECOMMENDATIONS

- 1. That the Executive consider the Improvement Scrutiny Committee recommendations set out in the report of the Reduction and Prevention of Rent Arrears Scrutiny Review.**
- 2. That a response be provided on the review recommendations in order that an action plan is drawn up to monitor implementation.**

REASON FOR DECISION TO BE GIVEN IN ACCORDANCE WITH THE CONSTITUTION

Consideration of reports from Scrutiny Committee.

ATTACHMENTS: Y
FILE REFERENCE:
SOURCE DOCUMENT: ***Reduction and Prevention of Rent Arrears Scrutiny Review Report***

**BOLSOVER DISTRICT
COUNCIL**

**IMPROVEMENT SCRUTINY
COMMITTEE**

**REDUCTION AND
PREVENTION OF RENT
ARREARS SCRUTINY
REVIEW**

February 2011

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Foreword of Councillor Hilary Gilmour Chair of the Improvement Scrutiny Committee

It is a pleasure to present this review report on behalf of the Improvement Scrutiny Committee.

It details the findings, conclusions and recommendations from the Committee on the review of - Reduction and Prevention of Rent Arrears.

I would like to take this opportunity to thank all the stakeholders involved.

I would like to say a special thank you to Claire Millington, Scrutiny Officer for her professionalism, guidance and support and also thank you to Abby Brownsword, Democratic Services Officer for her commitment.

Finally, a sincere thank you to the members of the Improvement Scrutiny Committee for their perseverance and dedication, committing to extra meetings to meet the deadline of this review.

1. Introduction

At its meeting on 28th June 2010, the Improvement Scrutiny Committee agreed to undertake a review on the reduction and prevention of rent arrears.

The review was identified as a priority by elected Members at the Scrutiny Conference and it was considered timely to examine this area to review current practices and to identify good practice and areas for improvement.

Since responsibility was transferred to the Housing Department a reduction of around £400k has been achieved. What became apparent from the outset of the review was how much the Housing Department is doing with the resources available and the amount of work the Tenancy Management Officers deal with. An average housing officer's patch would usually cover approximately 500 properties in a comparable authority, Bolsover officers cover 1300 in addition to dealing with their own court work.

The Council takes the issue of rent arrears very seriously and created two Corporate Plan targets for 2010/11 to ensure that performance is monitored.

The Committee is aware that a Payment Strategy is being developed and this may have a major impact on the way payments are made and could potentially reduce the amount of tenants getting into arrears if new and more accessible options are available to them.

For each of the recommendations detailed in section 2, a supporting statement is contained within the key findings in section 6 of this report.

2. Recommendations

Recommendation 1

That the support needs of Tenancy Management Officers be reviewed by the Head of Housing to ensure that adequate support is provided in respect of preparing, handling and presenting cases in Court.

Recommendation 2

That the Housing Enforcement Officer and Tenancy Management Officers be supported in their continued efforts to get involved in Court User Groups. The Committee noted that at the Executive on 7 February 2011, it was reported that contact had been made with the Derbyshire Criminal Justice Board with a view to arranging a meeting to consider the establishment of a Court User Group.

Recommendation 3

That the Portfolio Holder and the Director of Neighbourhoods be asked to address the issue of rent arrears in South Normanton and consider the impact of rotating the Tenancy Management Officers so that they can gain experience of the different areas of Bolsover.

Recommendation 4

That officers be encouraged to ensure that information relating to the whereabouts of former tenants, etc that is picked up by the Rent Collectors is recorded and passed to the appropriate officers to be followed up.

Recommendation 5

That consideration be given to providing the Rent Collectors with a facility to take card payments whilst at a tenant's property. This could include a device to take payment or simply allowing the customer use of a council mobile telephone so that the customer can pay their rent over the telephone.

Recommendation 6

That the Council continue to promote positive messages about paying rent on time and the Tenant Liaison Officer be utilised to provide information, promote positive messages and education of regular rent payment to Tenant Groups across the District.

Recommendation 7

That the Council considers the use of incentives and rewards for regular payers and those with clear rent accounts.

Recommendation 8

That the Council continues to actively promote payments by Direct Debit with both new and existing tenants.

Recommendation 9

That consideration be given to new tenants being required to pay four weeks rent in advance of a new tenancy commencing.

Recommendation 10

That the relationship between Housing and Revenue Services be developed so that officers understand the roles of each service and information on the express service be provided to Housing staff from Revenue Services employees.

Recommendation 11

That clear arrangements for processing arrears payments efficiently and reporting new arrears following a payment at the cash desk to the Tenancy Management Officer be agreed.

3. Scope of Review

The review aimed to consider the Council's current practices in relation to rent arrears and consider how the Council could make further progress in the reduction and prevention of rent arrears.

With that in mind, the Improvement Scrutiny Committee agreed to explore the following areas,

- Current performance
- The communication and standard letters used as part of the arrears process
- How rent is collected – options
- How and where rent arrears arise
- What does rent arrears cost the authority, tenants and the public purse.

The Committee comprised of the following Members,

Cllr Hilary Gilmour (Chair)

Cllr Rose Bowler (Vice-Chair)

Cllr Pauline Bowmer

Cllr Ray Brooks

Cllr Jim Clifton

Cllr Ray Heffer

Cllr Jim Smith

Cllr Rita Turner

Cllr Deborah Watson

Support to the Committee was provided by the Scrutiny Officer and the Democratic Services Officer.

4. Method of Review

- 4.1 The Committee met on seven occasions to consider the scope of the review, key issues they wanted to discuss and the people they wished to interview.
- 4.2 The Committee interviewed a wide range of officers who were involved within the Housing and Revenue Services.

Attached at **Appendix 1** is a list of stakeholders interviewed.

4.3 Equalities and Diversity

Within the process of the review the panel have taken into account the impact of equalities and have not identified any negative impact.

5. Evidence

5.1 The following documents were considered as part of the review:

- Improving the effectiveness of Rent Arrears Management – Good Practice Guidance.
- Standard arrears letters and documentation
- Comparison exercise with neighbouring authorities

6. Key Findings

Strengths

- 6.1 Since the transfer of rents collection to Housing, the percentage of rent owed has reduced year on year. The Committee have considered quarterly updates on performance against the two corporate plan targets detailed in the Council's Corporate Plan. As at January 2011 (quarter 3) the target of a 20% reduction of current housing tenants owing more than 7 weeks rent (SODa4) has been achieved.
- 6.2 The four Tenancy Management Officers conduct face-to-face interviews with new tenants and follow up appointments within four weeks to identify any support required by the tenant.
- 6.3 The Tenancy Management Officers are proactive in providing support to tenants and are extremely dedicated to their jobs, even undertaking lone worker training so that they can make house calls and work late after 5.00 pm.

- 6.4 Throughout the Housing team, there are systems in place to identify vulnerable tenants and any problems that may arise.
- 6.5 The two Rent Collectors are seen to be 'invaluable' by their colleagues in providing information to the Tenancy Management Officers, alerting Social Services and providing support and early intervention for tenants. Although there is no procedure to follow when being presented with a vulnerable tenant and information at present is passed on informally, rather than being reported and followed up.
- 6.6 The Rent Collectors collected £945,000 rent last year. The Rent Collector stated that being provided with a lease car had ensured that they were reliable and able to carry out their job efficiently. It was noted that changes to the Council's car allowances scheme were taking place and this included the lease car scheme.
- 6.7 The Rent Collectors also provide assistance to the Former Tenants Arrears Rent Administrator by helping with tracing former tenants whilst out and about within the District. Other benefits, including the informal reporting of any issues were also identified from the Rent Collectors working across the District.
- 6.8 Campaigns that have taken place over the last year have led to the successful sign up of more tenants to Direct Debit. The last campaign ran in March/April 2010 to coincide with the year end process and communications resulted in a further 70 tenants signing up. Figures detailed in the Housing Service Plan 2008/11 state that 1445 tenants currently paid by Direct Debit.
- 6.9 Recent changes introduced now mean that rent arrears are chased up once the account is £5.00 in arrears, this figure was £50.00 and the committee were of the opinion that a recommendation was necessary to reduce this amount. As this change has already been implemented, a recommendation is no longer necessary.
- 6.10 The Former Tenants Rent Administrator has already recovered enough back in arrears to cover her salary. As at January 2011, £39,580.64 of former tenants arrears had been collected.
- 6.11 Tracing former tenants is being undertaken by an external agency but all recovery is undertaken in-house by the Former Tenants Rent Administrator.

Areas for Improvement

- 6.12 Committee Members were advised of the problems experienced by the Tenancy Management Officers with the Courts who were reluctant to find in favour of the authority in the present financial climate.

The Committee agreed to investigate this issue further and questioned neighbouring authorities. From the authorities that responded to the questionnaire, a number reported that they had a good relationship with the local Court circuit and did not find it difficult to get a decision in their favour. Other comments received included,

- The same officers have been dealing with the same judges for 10-20 years, and they know we are reasonable – we normally get everything we ask for.
- There has been no change to the outcomes at initial possession hearing stage.

After considering these responses, the Committee agreed to approach the Courts which serve Bolsover District directly in order to follow up on some of the comments received. Questions put to the Courts included,

- Is there an amount of rent arrears (either weeks in arrears or monetary value) that the Court will consider serious – where action may be taken against the tenant? – If so, is this shared with local councils and other authorities to take into consideration when deciding whether to take court action?
- Are Court User Groups open to Council Staff to attend? – For the purpose of establishing links with the Courts. How could staff get involved?

The Committee are disappointed to note that to date, no responses have been provided.

In order to address some of the issues highlighted during the investigations, some of the actions suggested to increase the likely success of Court action included;

- Liaising with the Court and developing on-going working relationships with Court officials;
- Joining and actively participating in Court user groups;
- Providing training to staff on Court procedures. This may include in-house training, visits to Courts and accessing training and advice from Solicitors, Court officials and local authority legal officers or shadowing Housing Officers from other authorities in Court.
- Tenancy Management Officers seek feedback from legal officers on their preparation and presentation of court cases.

- 6.13 The Tenancy Management Officers and the Rents Administrators all commented that the Rent Collectors were invaluable at providing information back to officers where tenants may require additional support or assistance, or where a problem had arisen. There was no official system in place for this reporting and the Committee felt that a process should be in place to ensure that any information provided was recorded accurately and followed up accordingly.
- 6.14 Throughout the duration of the review, Members have considered performance information as part of their scrutiny role and have noted that the South Normanton area consistently has a higher percentage of rent arrears than the other areas. The performance information considered in January 2011 detailed that the rent arrears as a percentage of rent charged in South Normanton varied from the lowest figure of 4.8% to the highest of 5.3 % between April and December 2010, compared to the other areas figures varying between 2.2% to 3.2% over the same period of time. The number of tenants with arrears over 7 weeks was also higher in south Normanton, in December 2010 Bolsover had 68 tenants, Clowne, 61, Shirebrook, 51 and South Normanton, 106.

The Committee expressed concerns over how performance could be improved and agreed that the Portfolio Holder and the Director of Neighbourhoods be asked to look at how this issue could be addressed and the impact of rotating the Tenancy Management Officers, so that they can gain experience of the different areas of Bolsover, be considered. The Committee noted that the Contact Centre Managers rotated between the different areas.

- 6.15 The Committee noted that Rent Collectors are often asked by tenants whether they can pay their rent using a debit card when the collector calls, a facility for people to pay their rent by debit card to the rent collector may increase the number of payments taken during collections. The collectors are only allowed to carry a maximum of £2000 in cash. This means that extra time is taken to deposit the money at the nearest Contact Centre. The extra facility of card payments may enable the collectors to spend more time making their calls, resulting in a more efficient use of their time.
- 6.16 The Council offered a number of options for payment including Direct Debit payments collected fortnightly or monthly on 1st, 15th or 27th of the month. Figures detailed in the Housing Service Plan 2008/11 state that 1445 tenants currently paid by Direct Debit. The last campaign to encourage tenants to sign up to this payment method was March/April 2010 when 70 tenants were signed up. The Committee were of the opinion that the Council should continue to actively promote Direct Debit payments.

The Committee also agreed that the good practice from other authorities which included quarterly prize draws for new Direct Debit

payers, a £10 shopping voucher awarded to those who sign up to Direct Debit or an annual prize draw for those with clear rent accounts should be considered. The Tenancy Management Officers did comment that some incentive schemes may have taken place in the past.

- 6.17 As a preventative measure, the Committee requested that consideration be given to requesting payment of four weeks rent in advance from new tenants.
- 6.18 During the evidence gathering interviews, Members heard from Housing staff and the Benefits Manager that the relationship between Housing and Revenue Services could be improved. Joint training sessions or meetings with other departments could be a useful way of widening perspectives and building good relationships between the departments.
- 6.19 When discussing rent arrears with tenants it became apparent that tenants groups facilitated by the Tenant Participation Officer were a major asset to the Council in providing messages to local people. Communication to tenants about rent and rent arrears should provide a consistent message, stating the potentially serious consequences of rent arrears, whilst also emphasising the support to tenants facing difficulties.
- 6.20 The Contact Centre Managers felt that it would help if the Customer's rent card stated what the arrangement and agreed payment for a tenant in rent arrears was. It is usual for the customer to say what they are going to pay, and this is not necessarily the amount they should be paying. If the amount of arrears to be paid in addition to the rent was stated on the card it would be quicker for the cashier to process, as if the amount is not stated, a search on the Housing system is required for the correct information. This process is time consuming when there is a queue at the cash desk.
- 6.21 An early detection of arrears could be made by the cashier who could report this through to the Tenancy Management Officer. This could be set as a standard, that if a customer is £5 in arrears after making a payment, that this is reported direct to the Tenancy Management Officer.

7. Conclusions

The Committee acknowledged the efforts of the Tenancy Management Team in a challenging environment with the team achieving a £400k reduction in rent arrears since responsibility passed to the Housing Department.

The Committee aimed to build on these successes and identify ways to continue and improve on this progress, whilst ensuring that preventative measures were taken to avoid rent arrears in the first instance.

The Council should continue to promote a rent payment culture and this should involve highlighting the connection between rent payments and the ability to deliver high quality services, as well as publicising the potentially serious personal consequences of accumulating arrears.

It is hoped that the recommendations made in this report will contribute to further reducing the amount of rent arrears owed to the Council which in turn will benefit the Council's budgets, as rent arrears reduce, the bad debt provision can also be reduced, resulting in an increased working balance in the general fund budget.

Appendix 1

Stakeholders

Cllr Keith Bowman -	Portfolio Holder for Housing
John Brooks -	Director of Resources
Peter Campbell –	Head of Housing
David Hill -	Head of Finance and Revenues
Deborah Whallett -	Housing Enforcement Manager
Michelle Whetton -	Benefits Manager
Maxine Marriott – (On behalf of the Contact Centre Managers)	Contact Centre Manager
Irene Lindley -	Tenancy Management Officer
Claire Sansom -	Tenancy Management Officer
Jodie Milward -	Former Tenant Rent Administrator
Cheryl Rhodes -	Rents Administrator
Errol Baxter -	Rent Collector
Cathy Ford -	Tenant Participation Officer
Mrs D Potts -	Tenant representative
Mrs M Kay -	Tenant representative
Mr & Mrs Marshall -	Tenant representatives
A1 Housing Bassetlaw Ltd	
Chesterfield Borough Council	
High Peak Community Housing	
Newark & Sherwood District Council	
Rykneld Homes Ltd	
South Derbyshire District Council	

Committee:	Executive	Agenda Item No.:	10.
Date:	4 th April 2011	Status	Open
Category	2. Decision within the functions of Executive		
Subject:	Family Employment Initiative – Transition Funding and Suspension of Contract Standing Orders		
Report by:	Partnership Consultant Programme Manager		
Other Officers Involved	Chief Executive's and Partnership Manager		
Director	Chief Executive Officer		
Relevant Portfolio Holder	Councillor E. Watts, Leader of the Council Councillor A. Tomlinson, Portfolio Holder for Regeneration		

RELEVANT CORPORATE AIMS

REGENERATION – Developing healthy, prosperous and sustainable communities by ensuring continued availability of support for local people seeking employment, and taking into account the effects upon the wellbeing of residents in local communities in respect of their health, wealth and secure employment; all of which contribute to building sustainable communities in the district.

CUSTOMER FOCUSED SERVICES – Providing excellent customer focused services

TARGETS

Over 100 unemployed people to be supported to gain employment and contribute to National Indicator 153.

VALUE FOR MONEY

Supporting local people to access employment opportunities and come off out-of-work benefits.

THE REPORT

Background

On 14th July 2008, Executive Members approved the suspension of Contract Standing Orders to allow Working Neighbourhoods Fund (WNF) approval of £274,622 to the Family Employment Initiative for the period July 2008 – March 2011 (Minute No. 188 refers).

The Family Employment Initiative (FEI) is an area based initiative, managed and delivered by the Coalfields Regeneration Trust (CRT). FEI was initially established in 2006 and works with hard to reach families and households to break down barriers to employment. The FEI has developed a very successful approach to reaching disadvantaged families and, since the approval of WNF in July 2008, the FEI team has supported over 400 people back into employment. This has been achieved by a dedicated team of advisors based within the Bolsover District, funded through various funding streams/organisations including WNF, CRT, Single Programme, Derbyshire County Council and Job Centre Plus. Unfortunately, Derbyshire County Council, Job Centre Plus and Single Programme have already made their intentions clear that funding for FEI will not be available from April 2011 onwards due to funding cuts and constraints.

On a more positive note, the Department for Communities and Local Government announced on 10th March 2011 that England's coalfield communities are to receive £30 million to reduce deprivation and inequality and that the funding will go to the Coalfields Regeneration Trust over the next two financial years to help it make social and economic improvements to former mining communities.

Staff at the CRT have previously discussed with the Chief Executive Officer, Leader and Deputy Leader of Bolsover District Council of their intentions to continue supporting the FEI within Bolsover should CLG announce further funding. Following the announcement on the 10th March, a proposed budget has been received from the CRT which provides indicative costings for a team of three Community Employment Advisors plus one Co-Ordinator and one Administrator along with running costs and a budget for a Back to Work Fund which can cover training costs, interview expenses etc. The indicative cost for 2011/12 is £250,148, and 50% of this would be met by the CRT.

This report is recommending that BDC provide the remaining 50%, i.e. £125,074 from the Council's Transition Reserve to enable FEI provision to continue within the district for a further 12 months. This investment would be expected to return an outcome of over 100 unemployed people gaining employment. It is expected that funding this transitional period during 2011/12 will provide the necessary time required to determine the FEI's strategic fit alongside the Coalition Government's Work Programme which is expected to be launched later this year. It is anticipated that there may be opportunities for the FEI to be a sub-contractor to the successful prime-contractors of the Work Programme, either way ongoing continuation funding should not be required.

ISSUES/OPTIONS FOR CONSIDERATION

1. Providing BDC transitional grant would lever in the same amount of additional monies through the Coalfields Regeneration Trust, bringing in a £1 for every £1 spent.
2. The FEI has provided a valuable service to local residents over the past four years and has built up an established reputation. If this service was to cease at a time when unemployment levels are still high and the Coalition government's Work Programme is yet to be contracted, it could have devastating effects for local communities in terms of lack of support and advice to seek and gain employment. Further to this, the old Pathways to Work programme, delivered by Phoenix Enterprises will also cease to exist from June 2011 leaving further gaps in provision for unemployed local residents.
3. This funding should be seen as transitional funding for the FEI until potential sub-contractor arrangements with the prime-contractors of the Work Programme are put in place.
4. The FEI complements a number of other interventions that have been commissioned through the WNF, in particular the Bolsover Employment and Training Initiative (BETI) that will continue until March 2012. Providing continuation funding for the FEI in 2011/12 will enable cross-referrals between FEI and other interventions to continue and added value to be gained.

IMPLICATONS

Financial: BDC transitional grant fund the FEI to an approximate value of £125,000 for the period April 2011 to March 2012 which will complement funding of the same amount from the CRT.

Legal: The suspension of Contract Standing Orders 4.8.3, 4.8.4, 4.8.5 and 4.8.6 in relation to the FEI as a tendering process would usually be required under the Local Authority's Procurement procedures.

Human Resources: Resource committed to finalise the details of the proposal and ongoing monitoring to review progress.

RECOMMENDATIONS that

- 1. the report be received**
- 2. Executive supports the proposal for £125,000 transition funding to support the Family Employment Initiative for 12 months to cover a transitional period before the implementation of the Coalition government's Work Programme**

3. Executive suspends Contract Standing Orders 4.8.3, 4.8.4, 4.8.5 and 4.8.6 for the reasons given above in relation to the Coalfields Regeneration Trust.

REASON FOR DECISION TO BE GIVEN IN ACCORDANCE WITH THE CONSTITUTION

In order to develop flourishing rural communities and improve the health of the district.

ATTACHMENTS: Y
FILE REFERENCE:
SOURCE DOCUMENT:

Committee:	Executive	Agenda Item No.:	11.
Date:	4 th April 2011	Status	Open
Category	2. Decision within the functions of Executive		
Subject:	Working Neighbourhoods Fund Monitoring Report – Quarter 3		
Report by:	Partnership Consultant Programme Manager		
Other Officers Involved	Chief Executive's and Partnership Manager		
Director	Chief Executive Officer		
Relevant Portfolio Holder	Councillor E. Watts, Leader of the Council Councillor A. Tomlinson, Portfolio Holder for Regeneration		

RELEVANT CORPORATE AIMS

REGENERATION – Developing healthy, prosperous and sustainable communities. The use of Working Neighbourhoods Fund will affect the wider determinants of Worklessness by commissioning activity that takes account of the effects upon the wellbeing of residents in local communities in respect of their health, wealth and secure employment; all of which contributes to building sustainable communities in the district.

TARGETS

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

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

VALUE FOR MONEY

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

THE REPORT

Background

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

2. The WNF allocation to Bolsover District Council is:

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

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

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

2010/11 Quarter 3 Update Report

4. The attached report titled 'Quarter 3 Update' has been produced following the submission of quarterly monitoring returns by projects that have been funded to date through the Council's Working Neighbourhoods Fund. The attached report provides:

- An overview of activity currently taking place in relation to Working Neighbourhoods Fund planning and commissioning
- Unemployment statistics including an analysis of the National Indicator (NI) 153, Job Seekers Allowance claimant counts and the number of 16-18 year olds Not in Employment, Employment or Training)
- Detailed information in relation to progress of individual projects that have been approved, including case studies during the period October to December 2010.

ISSUES/OPTIONS FOR CONSIDERATION

None.

IMPLICATONS

Financial: Detailed in the report.

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.

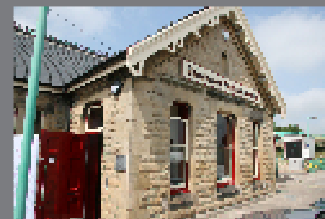
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FILE REFERENCE:
SOURCE DOCUMENT:

Quarter 3 Update

2010-11

Working Neighbourhoods Fund

October to December 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 responding to particular challenges and opportunities within local areas by working flexibly with local individuals and communities.

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

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

Cross-Cutting Priorities
11. Access to Employment and Training
12. Supporting Ethnic Minority Residents
13. Supporting Young People
14. Supporting those with Disabilities and Mental Health Problems

Working Neighbourhoods Financial Allocations and Commitments

Bolsover District Council's allocation of the Working Neighbourhoods Fund (WNF) for the period 2008-11 is was originally **£7,067,897** for the period 2008-2011. As 2008/9 was a transitional year, following the cessation of the Neighbourhood Renewal Fund, and a period of consultation and planning, the Leader of the Council agreed in 2009 to roll forward the WNF to March 2012. This decision has allowed the CWG and LSP to ensure optimisation and maximum impact of the funding can be achieved; this is particularly important since the new Government administration announced that there will be no Area Based Funding in the future.

Of the total WNF allocation, approximately £321K has been ringfenced for management and admin of the scheme over the four year period. To date, **£6,267,716** has been assigned to projects through formal contracting arrangements. Details of WNF allocated to individual activities are detailed below, providing a breakdown between the Core Worklessness Group and the LSP. Full details of activities can be found at www.bolsoverpartnership.org.uk.

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	53,740	49,639	149,430
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
08-18	Bus to Work			49,823		49,823
08-20	Bolsover Intermediate Labour Market Programme			379,665	32,639	412,304
08-24	Shirebrook Enterprise Centre				897,247	897,247
TOTAL		£122,422	£351,593	£1,260,346	£1,843,084	£3,577,445

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
08-06	Ways to Work			4,245	45,594	49,839
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	403,828	421,531	946,945
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	75,119	81,904	164,257
08-19	Raising Aspirations – Chesterfield College (Strand 4 – Adults)			132,488	167,418	299,906
08-21	Raising Aspirations – CVP (Strand 4 – Adults)			63,807	85,087	148,894
08-22	Relationships and Self Esteem			54,923	169,925	224,848
08-23	Nacro Pro-Active (contract terminated)			13,173		13,173
08-25	Coaching, Leadership and Volunteering Academy			49,100	44,676	93,776
08-26	First Steps Farm			19,685	23,520	43,205
08-27	Disability Partnership Project			16,411	28,270	44,681
TOTAL		£2,000	£248,691	£1,170,055	£1,402,959	£2,823,705

TOTALS (CWG & LSP)	£124,422	£600,284	£2,430,401	£3,246,043	£6,401,150
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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		✓												✓
Shirebrook Enterprise Centre	✓			✓						✓				
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						✓	✓	✓					✓	
Coaching, Leadership and Volunteering Academy							✓	✓	✓					
First Farm Steps	✓	✓					✓	✓	✓					✓

Interventions that have been highlighted in bold indicate those that have been approved since the 2010/11 Q1 WNF Update report.

2010/11 Quarter 3 Spend and Financial Summary

Quarter 3 Spend

Quarter 3 has been a period of consolidation with the majority of all commissioned projects continuing to deliver activities and services to address worklessness within the district. The quarter has also focussed on commissioning the final round of interventions through the LSP, with all activity in this respect now completed.

The total amount of WNF spend in Quarter 3 covering the period October to December 2010 was £434,085. This was against a forecast spend of £639,521 (68% of Q3 forecast achieved). A significant proportion of this underspend resulted from the Apprenticeship Programme which was forecasted to spend in the region of £100K in Quarter 3 but no WNF needed to be drawn down due to the level of Future Jobs Fund and partner contributions being received in the Quarter 3 period. Next year, spend against the Apprenticeship programme will be considerably higher than it has been to date, as the Future Jobs Fund finishes at the end of March 2011.

As a result of project work being undertaken in Quarter 3, an additional £384,349 match funding has been levered into the district. This means that for every £1 of WNF spent, an additional 88p was levered into the district through other funding sources. This is a significant amount of leverage and demonstrates the wider impact the WNF is achieving. These funding sources range from the Future Jobs Fund, Coalfields Regeneration Trust, Single Programme, Derbyshire County Council and the Legal Services Commission.

Financial Summary: Core Worklessness Group

The CWG has an overall allocation of £3,747,013 to spend on initiatives aimed at moving people off benefits and into work. To date the CWG has allocated £3,577,445 (95%) to projects through formal contracting arrangements. This means that the CWG currently has an unringfenced WNF allocation of approximately £169,568. Any savings made as a result of the capital and revenue build cost of the Shirebrook Enterprise Centre coming in lower than forecast will be returned to the programme and will increase the WNF available for future commissioning of interventions. Furthermore, the Bolsover Apprenticeship Programme is currently forecasting an underspend due to a number of Apprentices leaving the programme early and costs being lower than anticipated when the original budget was put together.

Financial Summary: Local Strategic Partnership

The LSP has a total allocation of £3,000,000 to spend on initiatives aimed at preventing worklessness. To date, the LSP has allocated £2,823,706 (94%) to projects through formal contracting arrangements.

Current Activity

Independent Review

Independent Consultants, GVA, have been commissioned to conduct a review of WNF interventions commissioned to date following decisions taken by the LSP and Core Worklessness Group not to commission new activity, but to extend a small number of projects that are delivering the greatest impacts with the funding that remains to be allocated. The identification of projects to continue will not just be based on performance – it will also be driven by factors such as the need they are addressing and the extent to which this need still exists. A framework has been developed against which the review can be delivered and both quantitative performance data and qualitative information will be taken into account.

The review will also feed into a Priority Setting Event to establish the strategic vision and future priorities for Bolsover to inform the further development of the Work and Skills Plan. While a Work and Skills Plan is no longer a statutory requirement, the Partnership and CWG have previously agreed that such a Plan would be strategically beneficial in the face of rapidly changing strategic policy context at national, regional and local levels.

The proposed Work and Skills Plan will support the current transition period, with the end of area-based funding and the emergence of Local Enterprise Partnerships, which must take account of future employment and skills needs in the area. When combined with the Regional Growth Fund and proposals for welfare benefit changes, the Big Society, and the localism agenda, the further development of a Work and Skills Plan will support the recognition of localised employment and skills needs within the District. The Priority Setting Event will therefore raise awareness of these changing strategic and delivery structures amongst partner agencies and will seek to establish the key implications for Bolsover and agree a shared future vision and 5-6 key priorities which the District should focus on. The Priority Setting Event is due to take place on 16th March 2011 at Creswell Social Centre and all partners have been invited to attend. The Work and Skills Plan will be presented to the LSP and the CWG in April and May respectively.

Work Programme

The new Work Programme, which is expected to become operational from Summer 2011, aims to support people back into sustained employment through the delivery of employment related support services. In December 2010, the DWP published the list of prime contractors that would be invited to tender for the Work Programme. Within the East Midlands Lot, 10 prime contractors were shortlisted (one organisation since set out their intention not to bid for the East Midlands area). They are:

- *A4E*
- *Avanta*
- *G4S*
- *Ingenus Deloitte*
- *Newcastle College Group*
- *Remploy*
- *Seetec*
- *Serco*
- *Working Links*

In total, the DWP expects to let 40 Work Programme contracts across 18 package areas. Within the East Midlands Lot, there will be a single package covering the whole of the region, with two providers delivering contracts. This is to ensure ongoing performance between providers to drive up performance.

DWP published its Invitation to Tender in January 2011 and this outlined the pricing model for the Work Programme. Customers have been categorised into 7 different payment groups depending on their age and benefit. The payment model is skewed so that there is greater financial reward for the primes to help the hardest to reach, e.g. there is up to £13,720 to sustain clients on ESA that have migrated from IB in work, compared with £3,810 for JSA clients aged 18-24. There are three main payments:

- attachment fee (ranging between £400 - £600)
- job outcome fee (ranging between £1,200 - £3,500)
- sustainment payments paid every four weeks that an individual remains in employment (ranging from £170 every 4 weeks for 52 weeks to £370 every 4 weeks for 2 years)

The new Work Programme has greatly moved its focus from getting people into work, to sustaining people in work and the pricing model reflects this.

In order to engage with the potential prime contractors, a joint event between Bolsover District Council, Chesterfield Borough Council and North East Derbyshire District Council was held at the end of January 2011. The purpose of the event was to highlight some of the issues and challenges faced within the north of the county, as well as to showcase some of the excellent examples of partnership working, particularly initiatives commissioned through the WNF and the impact that they are having locally. The event was well attended, with 6 of the 9 potential prime contractors attending. (*Potential prime contractors highlighted in italics on the previous page attended*).

The outcome of the DWP tender process is now awaited, with expectations that outcomes will be publicised early April 2011. Penny Melville Brown who has been commissioned by the LSP to deliver a partnership project aimed at improving the opportunities available for people with disabilities may be commissioned to lobby the winning contractors for the East Midlands to ensure that Bolsover gets its 'fair share' of a programme due to the high levels of people on incapacity benefits currently within the district.

Bus to Work

The Bus to Work Service was commissioned last year in direct response to the expansion of the Tesco distribution centre in Balborough. This tailored bus service serving the typical three shift pattern provided local people access to arising employment opportunities at Tesco. In October 2010, the pilot service was extended for a further six months to meet growing demand. However, a decision was taken to stop the service at the end of February 2011, one month early, due to dwindling passenger numbers. In many respects, this represents a positive outcome for the service, in that employees of Tesco and passengers of the bus found alternative transport as the end of the pilot provision approached. Furthermore, all remaining passengers were assisted to make alternative transport arrangements through the Ways to Work programme.

ILM

The ILM programme, which has provided employment and training opportunities for over 40 local unemployed programme in the field of horticulture, is currently exploring options for sustaining the service after WNF ends in May 2011. Setting up a social enterprise is one of the options being explored and possible income generating services are being considered as well as external funding opportunities. Watch this space for our very own home grown social enterprise!

Apprenticeship Programme

The Council's Flagship Apprenticeship has now recruited all of its 75 apprentices. This is a significant achievement, and the Council is keen to explore options for continuing the scheme

possibly through a rollout into the private sector. A feasibility to examine the needs and barriers within the private sector in respect of employing apprentices is to be commissioned over the next 1-2 months which would provide the basis for any applications to external funding opportunities, for example, the European Regional Development Fund (ERDF).

Connexions Derbyshire Ltd

From the beginning of April 2011, the Connexions Raising Aspirations Project (Strands 1-3) will be novated to Derbyshire County Council (DCC). This follows a decision taken to wind up Connexions Derbyshire Ltd as a result of DCC de-commissioning the Connexions service. A meeting with DCC regarding the novation of the contract has recently been held and reassurances provided that the service will continue to provide the added value to statutory services that it has been doing so to date. The Raising Aspirations Team will complement the new Multi Agency Teams (MATs) which are being introduced to work with disadvantaged young people. There may be some changes to Strand 3 (previously sub-contracted to Action for Children) which will be reported within the next WNF quarterly update report.

Funding Database

The Funding Database, which can be accessed from the LSP website, continues to be updated on a weekly basis. This tool is a useful resource, particularly as we move into an era where the availability of other external funding is becoming increasingly important for our local communities, so check out the database today at: www.bolsoverpartnership.org.uk

LSP Website

The LSP website continues to be re-vamped and updated on a regular basis. Features include:

- A section dedicated to the WNF projects that are being funded providing project information, case studies and press releases
- An events calendar
- Updated news sections
- Meeting schedules

Unemployment Statistics

NI 153 Number of People Claiming Out of Work Benefits

National Indicator (NI) 153 measured progress on reducing concentrations of worklessness within local authority areas, particularly those in receipt of the WNF. Specifically, the indicator measured 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, six neighbourhoods fell into the 'worst performing' category:

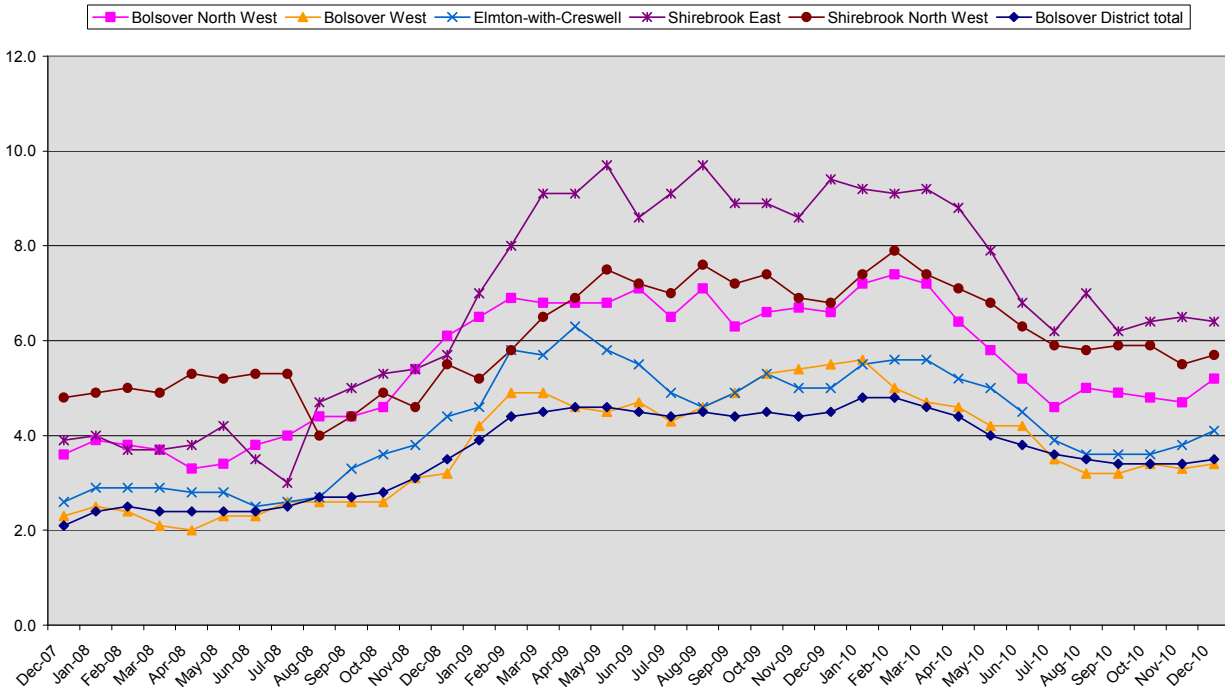
- Bolsover North West
- Bolsover West
- Elmton-with-Creswell
- Shirebrook East
- Shirebrook North West
- Whitwell

The CWG 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. To take account of the impact of the economic downturn this target was later revised to Bolsover working towards an average benefit claimant rate in the NI 153 areas that was 1.1 percentage points lower than that of the East Midlands and annual progress from the February 2007 baseline to February 2010 has been charted in previous quarterly progress reports. **National Indicator 153 figures are no longer published by the Government. CEPT is currently investigating the possibility of calculating the measure internally, however any figures produced will not be directly comparable with those already published.**

Job Seekers Allowance

Due to the time lags previously associated with the release of NI 153 data, and now the abolition of the National Indicator, monthly Jobs Seekers Allowance (JSA) claimant data can be used to provide 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 recent trends across the NI 153 areas.

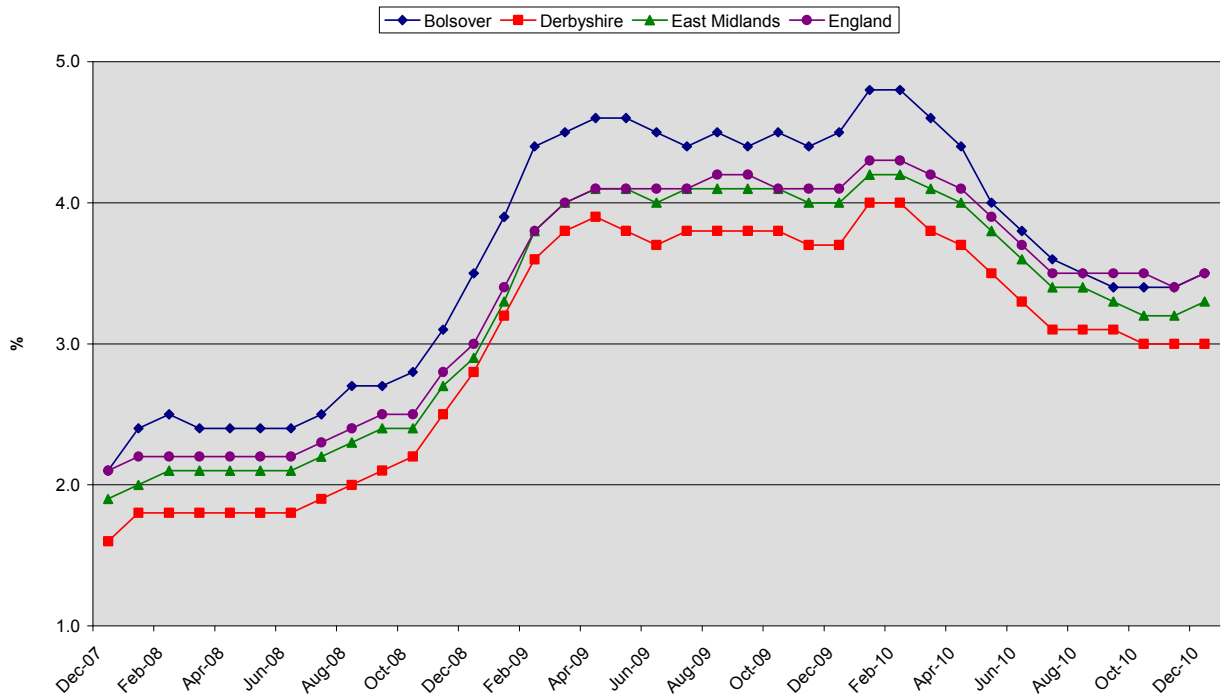
NI153 (wards) - total rate of unemployment



Source: Office for National Statistics (Nomis)

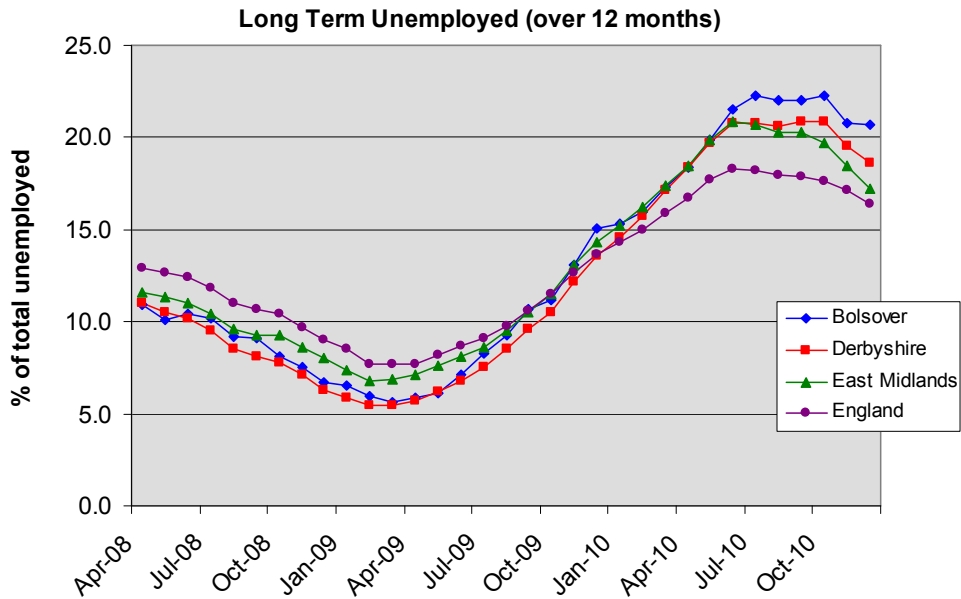
The chart below shows how the unemployment rate for Bolsover district compares with that of Derbyshire, the East Midlands and England. Unemployment rates across the board, with the exception of Derbyshire, increased in November 2010. Bolsover maintained a consistent level of unemployment between September and November but in December the rate increased from 3.4 percent to 3.5 percent in line with the England average.

Total rate of unemployment across Bolsover district



Source: Office for National Statistics (Nomis)

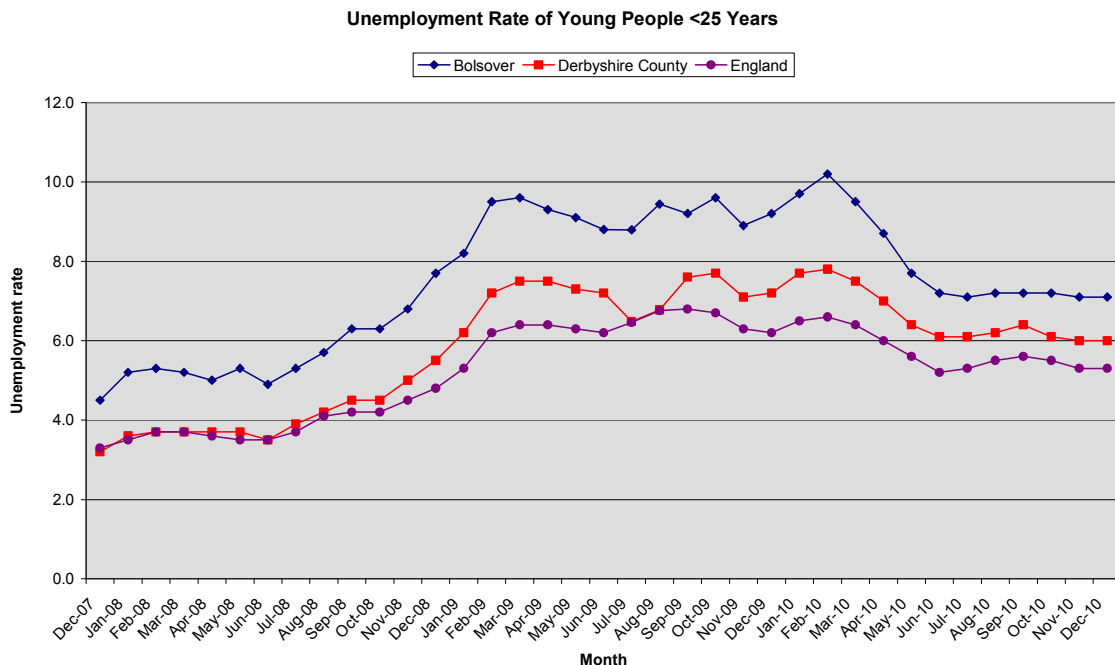
Long term unemployment which has been of increasing concern is showing some signs of improvement. The district rate fell significantly between October and November 2010 from 22.3% to 20.8%, which was a higher reduction (1.5 percentage points) than that of the county, region and country (1.4, 1.2 and 0.5 percentage points respectively). However, whilst the rates in these other areas continued to decline, Bolsover remained relatively static during December 2010.



Source: Office for National Statistics (Nomis)

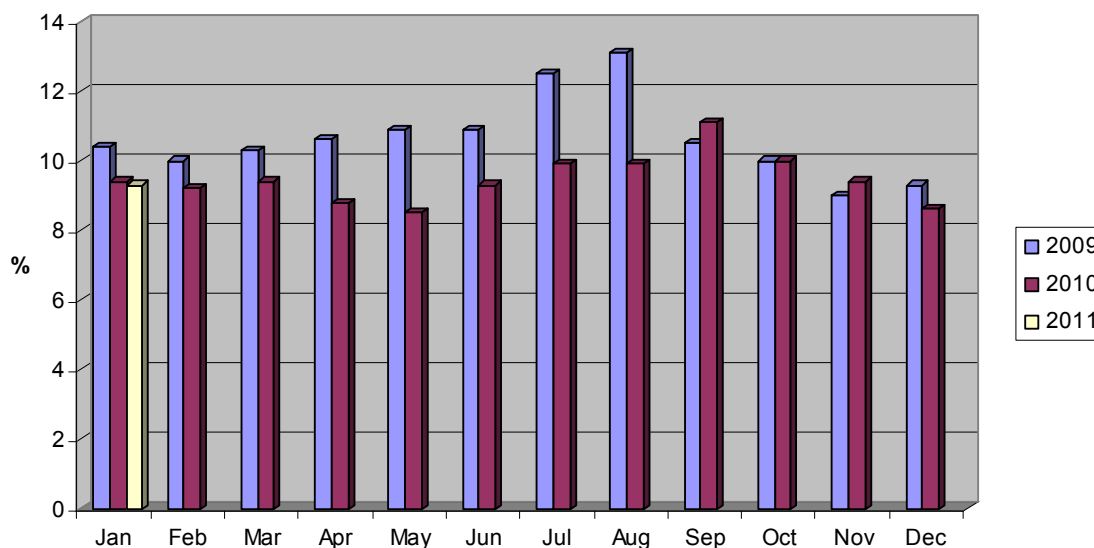
The table below shows the proportion of young people (aged 16-24 years) who are claiming unemployment related benefits.

Youth unemployment in Bolsover district fell at an impressive rate between February and June 2010, but has since levelled off at 7.2%. For a seven month period (June - December 2010) the level remained around 7.2/7.1%. Whilst the district rate was not subject to the same September increase as Derbyshire and England, it still remains higher than both.



Not in Employment, Education or Training (NEET)

16-18 Year Old NEETS



Source: Connexions

To August 2010, the proportion of young people who were Not in Employment, Education or Training (NEET) was consistently lower than corresponding months in the previous year. In September the 2010 rate appeared to increase significantly and for a three month period remained the same as, or higher than, the 2009 rates. This apparent increase can be directly attributed to the end of the academic year and the fact that the number of 'unknown' destinations for young people is much lower as a result of the Raising Aspirations project.

If the destination of a young person is unknown they are categorised as such, rather than NEET or EET. A reduction in the number of 'unknowns' will inevitably appear as an increase in NEETs as more young people are identified as such. For example, the figures for November suggest that the NEET rate in 2010 was higher than 2009 at 9.4% compared to 9%. The table below demonstrates the impact that 'unknowns' can have on these figures.

	Cohort	NEET	%	Unknowns	Unknowns + NEET	%
Nov 2009	2086	187	9.0	143	330	15.8
Nov 2010	2032	191	9.4	93	284	14.0
Variance			0.4			1.8

In 2010, whilst the number of NEETs was slightly higher than 2009, the number of 'unknowns' was much lower. Based on the worst case scenario that all 'unknowns' might actually be NEET, the potential impact of this reduction would be a 2010 NEET rate 1.8 percentage points lower than 2009.

In December 2010 the rate fell below that of 2009 again, and also didn't experience the December increase that was apparent in 2009. This positive trend has continued into 2011 with the January rate being lower than 2010 **and** 2009!

Outputs

The following table identifies the outputs that have been achieved during Quarter 3 of 2010/11 against the quarter's forecasts, as well as the cumulative outputs achieved since the WNF programme commenced in 2008/09.

The table above shows that projects have reported a collective outcome of 107 people gaining employment during the period October to December 2010 against a programme forecast of 108. This takes the total to date since the WNF programme commenced to 390. During Quarter 3, 1150 people 'signed off' the unemployment benefit claimant register in Bolsover district and 540 (47%) 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 20% of the total number of people finding work during Quarter 3.

Output Ref No	Output Description	Q3 Target	Q3 Actual	Programme Cumulative Actual
1	No. of unemployed people gaining employment	108	107	390
2	No. of 16-18 year olds going into education, training or employment (that were previously NEET)	35	31	99
3	No. of adults with learning disabilities moving into employment	3	1	4
4	No. of working age population (16 years+) achieving an NVQ (or equivalent) Level 2	15	9	23
7	No. of new business start ups	4	4	10
8	Jobs created	21	41	110
9	Businesses assisted to improve performance	50	15	68
10	No. of businesses registering for VAT	1	1	1
11	No. of VAT registered businesses showing growth			
13	No. of employees benefiting from training	115	135	274
14	No. of transport initiatives to reduce barriers to accessing employment or training			6
15	No. of people benefiting from debt management advice and guidance	81	97	251
16	No. of low income families taking up formal childcare		7	7
18	No. of care leavers moving into employment, education or training	7	1	8
23	No. of pupils increasing attainment at KS4 - with a focus on English/Maths/Science			
26	No. of volunteering opportunities created	28	7	68
27	No. of people accessing volunteering opportunities	53	11	52
29	No. of people on out of work benefits supported with their health needs	36	31	97
30	No. of carers receiving a health assessment	3	1	6

Project Activities and Achievements (Quarter 3)

Project Title and Description of Initiative	£ WNF	Quarter 3 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>2010/11 WNF Approved: £185,421</p> <p>Q3 Target Spend: £46,355</p> <p>Q3 Actual Spend: £29,067</p>	<p>Outputs achieved in Quarter 3:</p> <table border="1" data-bbox="1157 367 1927 805"> <thead> <tr> <th></th> <th>Target</th> <th>Actual</th> </tr> </thead> <tbody> <tr> <td>Unemployed people gaining employment</td> <td>41</td> <td>31</td> </tr> <tr> <td>People with learning disabilities gaining employment</td> <td>2</td> <td>0</td> </tr> <tr> <td>NVQ L2 or equivalent achievement</td> <td>12</td> <td>4*</td> </tr> <tr> <td>Benefiting from debt mgt and advice</td> <td>0</td> <td>3</td> </tr> <tr> <td>People supported with their health needs</td> <td>14</td> <td>21</td> </tr> <tr> <td>Carers receiving and health assessment</td> <td>3</td> <td>1</td> </tr> <tr> <td>No. of 16-18 year olds supported</td> <td>18</td> <td>10</td> </tr> </tbody> </table> <p><i>*In addition, 255 clients have undertaken Level 2 training since April 2009.</i></p> <p>The project has reported that staff sickness, bad weather and quiet period leading up to Xmas has impacted on outputs overall in Q3. The Work Club held at Bolsover Methodist church is proving to be very successful with an average attendance of between 6-9 people. A work club in Shirebrook is currently being explored with the Financial Inclusion manager. The FEI Team has a BDC Apprentice who is proving to be a real asset to the team.</p> <p>Approx 130 clients have been referred to the community nurse since the project began. The majority of the clients have complex needs and as such are a long way from the job market.</p> <p>NOCN level 2 employability awards are now being offered to clients and workshops are being organised for the New Year to support clients with portfolio building and to meet the learning hours required for the units.</p>		Target	Actual	Unemployed people gaining employment	41	31	People with learning disabilities gaining employment	2	0	NVQ L2 or equivalent achievement	12	4*	Benefiting from debt mgt and advice	0	3	People supported with their health needs	14	21	Carers receiving and health assessment	3	1	No. of 16-18 year olds supported	18	10
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Project Title and Description of Initiative	£ WNF	Quarter 3 Progress																														
<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: £82,095</p> <p>2010/11 WNF Approved: £27,950</p> <p>Q3 Target Spend: £6,987</p> <p>Q3 Actual Spend: £6,987</p>	<p>The total number of people assisted with advice during October – December 2010 was 389 against a target of 724 for the quarter (52% achieved against target). This downward trend in the number of people being assisted with advice has continued and has been since the introduction of Employment Support Allowance (ESA) and the requirement for individuals on Incapacity Benefit to undertake a work capability assessment. There have been a total of 28 tribunals this quarter. The project has reported that DUWC's volunteers have really risen to the challenge in keeping the service running.</p> <p>Derbyshire County Council has taken the decision to cut core funding to DUWC from April 2011 resulting in a loss of £30,000 per annum. At the time of submitting their Q3 return, the Management Committee had yet to decide how this decision would affect the service.</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: £178,176</p> <p>2010/11 WNF Approved: £56,438</p> <p>Q3 Target Spend: £15,359</p> <p>Q3 Actual Spend: £14,679</p>	<p>Outputs achieved in Quarter 3:</p> <table border="1" data-bbox="1150 813 1885 1385"> <thead> <tr> <th></th> <th>Target</th> <th>Actual</th> </tr> </thead> <tbody> <tr> <td>No. of people gaining employment</td> <td>2</td> <td>1</td> </tr> <tr> <td>No. 16-18 year olds going into EET</td> <td>1</td> <td>0</td> </tr> <tr> <td>NVQ L2 or equivalent achievement</td> <td>3</td> <td>0</td> </tr> <tr> <td>Employees benefiting from training</td> <td>7</td> <td>0</td> </tr> <tr> <td>Volunteering opportunities created</td> <td>2</td> <td>2</td> </tr> <tr> <td>People accessing volunteering opportunities</td> <td>26</td> <td>6</td> </tr> <tr> <td>People supported with their health needs</td> <td>17</td> <td>10</td> </tr> <tr> <td>New Community Health Champions</td> <td>3</td> <td>0</td> </tr> <tr> <td>Volunteers completing VCI course</td> <td>14</td> <td>0</td> </tr> </tbody> </table>		Target	Actual	No. of people gaining employment	2	1	No. 16-18 year olds going into EET	1	0	NVQ L2 or equivalent achievement	3	0	Employees benefiting from training	7	0	Volunteering opportunities created	2	2	People accessing volunteering opportunities	26	6	People supported with their health needs	17	10	New Community Health Champions	3	0	Volunteers completing VCI course	14	0
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Volunteers completing VCI course	14	0																														

Project Title and Description of Initiative	£ WNF	Quarter 3 Progress															
		<p>Achievement of outputs in Quarter 3 was down against profile. Concerns have been discussed with CVP's CEO and a strategic plan for all WNF funded projects has been produced with some assurance that all outputs, with the exception of the economic outputs, will be achieved.</p> <p>Greater links with CVP's other WNF initiatives are being made as well ideas being generated and explored in order to increase the number of volunteering opportunities within the district, for example, in the field of horticulture, linking in with the Limestone Journeys etc. A copy of the strategic plan can be requested from the CEPT if required.</p> <p>It has been agreed that Bolsover Volunteering Project will be the approved provider for the Work Together programme for the Job Centres in Shirebrook, Bolsover and Alfreton. For Bolsover Volunteering project this means that JCP will signpost all claimants interested in volunteering to CVP.</p>															
<p>Ways to Work (08-06), Derbyshire Rural Community Council Ways to Work is a cross-cutting transport project where many elements of transport provision are brought together to remove transport as a barrier to work and training. It aims to provide transport opportunities, and/or easy to understand information on available transport options. This enhances existing Wheels to Work provision in Bolsover, through the provision of additional services including push bike and electric bike loan, taxi/bus vouchers, subsidised driving lessons, personalised travel planning and better access to information about transport. Over the lifetime of the project, 133 people will be assisted into employment.</p>	<p>Lifetime WNF Approved: £199,269</p> <p>2010/11 WNF Approved: £57,985</p> <p>Q3 Target Spend: £16,706</p> <p>Q3 Actual Spend: £16,499</p>	<p>Outputs Achieved in Quarter 3:</p> <table border="1" data-bbox="1157 846 1906 1133"> <thead> <tr> <th></th> <th>Target</th> <th>Actual</th> </tr> </thead> <tbody> <tr> <td>No. people gaining employment</td> <td>35</td> <td>43</td> </tr> <tr> <td>NEETs going into EET</td> <td>2</td> <td>2</td> </tr> <tr> <td>Businesses assisted to improve performance</td> <td>8</td> <td>8</td> </tr> <tr> <td>No. of employees benefiting from trg</td> <td>14</td> <td>21</td> </tr> </tbody> </table> <p>The LSP agreed to an extension to the project in Quarter 3 which will enable the moped loan element of the scheme (currently funded through CRT) to be continued into 2011/12. Additional funding to the 'client travel' budget has also been approved to meet the significant demand from beneficiaries for assistance.</p>		Target	Actual	No. people gaining employment	35	43	NEETs going into EET	2	2	Businesses assisted to improve performance	8	8	No. of employees benefiting from trg	14	21
	Target	Actual															
No. people gaining employment	35	43															
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Project Title and Description of Initiative	£ WNF	Quarter 3 Progress																		
<p>Bolsover Infrastructure Development Officer (08-09), Bolsover District Council</p> <p>Bolsover has a number of key development site opportunities. 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. 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: £90,318</p> <p>2010/11 WNF Approved: £40,906</p> <p>Q3 Target Spend: £12,125</p> <p>Q3 Actual Spend: £6,527</p> <p>Consultants have been commissioned to take forward the work streams which will result in higher spend in Q4.</p>	<p>The four sites identified for the Local Brownfield Study are being appraised by the appointed Consultants. A Draft Report of the study has been produced, with further meetings to be held with the Homes & Communities Agency and the Consultants prior to formal completion of the study.</p> <p>The project to examine development potential/viability in North West Bolsover (former Coalite site and surrounding area) has been commissioned, with GVA appointed to lead the study. On-going meetings and discussions with developer contacts have taken place. A presentation was arranged to allow Henry Boot Developments to provide an update to Councillors on Markham Vale.</p> <p>A report on developers and businesses has been produced for the Director of Development and a Developer Forum Event (to be held on a regular basis) is in the process of being organised.</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>2010/11 WNF Approved: £73,505</p> <p>Q3 Target Spend: £18,294</p> <p>Q3 Actual Spend: £18,446</p>	<p>Outputs achieved in Quarter 3:</p> <table border="1" data-bbox="1157 870 1860 1068"> <thead> <tr> <th></th> <th>Target</th> <th>Actual</th> </tr> </thead> <tbody> <tr> <td>Contacts</td> <td>25</td> <td>23</td> </tr> <tr> <td>Engagements</td> <td>16</td> <td>18</td> </tr> <tr> <td>One-to-one meetings</td> <td>12</td> <td>10</td> </tr> <tr> <td>Businesses trading</td> <td>4</td> <td>3*</td> </tr> <tr> <td>Jobs created</td> <td>4</td> <td>3</td> </tr> </tbody> </table> <p>* The project has reported there is one imminent business launch – but has been delayed due to ill-health and JCP requiring the client to start after January 2011. The project has also reported that further clients are close to launch.</p> <p>Since the start of the programme in 2009, a further 14 former clients have advised that they are now in jobs and 5 more have gone into training. The programme currently has 38 active clients including some from the first year plus those now running businesses.</p>		Target	Actual	Contacts	25	23	Engagements	16	18	One-to-one meetings	12	10	Businesses trading	4	3*	Jobs created	4	3
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Project Title and Description of Initiative	£ WNF	Quarter 3 Progress																																										
<p>Raising Aspirations (08-11), Connexions This project aims to raise aspirations in those individuals who are most marginalised and furthest away from employment. In particular, it will provide additional support, engagement activities and training opportunities for pre-16 students and their families, 16–18 year olds who are NEET, teenage parents, care leavers, homeless and vulnerable young people, together with workless adults who have disabilities or mental health issues.</p> <p>Strand 1 - The project will seek to raise aspirations and increase the awareness amongst school age young people and their families regarding further educational and employment opportunities and encourage informed choices at Key Stage 4 and beyond. A 0.5 fte Co-ordinator will be recruited to oversee the administration and co-ordination of these events with the Bolsover secondary schools.</p> <p>Strand 2 - Two Key Workers will be appointed, one to work with Teen Parents and one to work with young people who have drug or alcohol problems (both 1.0 fte). Young people who will potentially become NEET can be identified and given enhanced support through this project as soon as they leave school and before they have the opportunity to become NEET.</p> <p>Strand 3 - Action For Children will provide an additional specialist worker to offer dedicated support to care leavers who are NEET plus a programme of 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>Lifetime WNF Approved: £795,000</p> <p>2010/11 WNF Approved: £371,873</p> <p>Q3 Target Spend: £92,968</p> <p>Q3 Actual Spend: £65,169</p>	<p>Outputs achieved by the project during Quarter 3 are:</p> <table border="1" data-bbox="1157 277 1940 769"> <thead> <tr> <th></th> <th>Target</th> <th>Actual</th> </tr> </thead> <tbody> <tr> <td>16-18 yr olds going into EET</td> <td>30</td> <td>22</td> </tr> <tr> <td>Care leavers moving into employ't</td> <td>2</td> <td>1</td> </tr> <tr> <td>KS4 students attending motivational events</td> <td>60</td> <td>76</td> </tr> <tr> <td>16-18 NEETs supported</td> <td>50</td> <td>47</td> </tr> <tr> <td>NEET teenage parents supported</td> <td>8</td> <td>6</td> </tr> <tr> <td>Teenage parents into EET</td> <td>2</td> <td>2</td> </tr> <tr> <td>16-18 yr NEET for 6 months + supported</td> <td>5</td> <td>10</td> </tr> <tr> <td>16-18 yr old NEET for 6 months into EET</td> <td>5</td> <td>7</td> </tr> <tr> <td>NEETs with drug/alc. issues supported</td> <td>6</td> <td>7</td> </tr> <tr> <td>NEETs with drug/alc. problems into EET</td> <td>3</td> <td>3</td> </tr> <tr> <td>Care leavers & children in care supported</td> <td>7</td> <td>2</td> </tr> <tr> <td>Homeless people supported</td> <td>8</td> <td>10</td> </tr> <tr> <td>Homeless people progressed into EET</td> <td>3</td> <td>0</td> </tr> </tbody> </table> <p>Despite a slight underachievement in some of the headline targets this quarter, the project is continuing to have an impact on the NEET figures for the district and the figures at the end of Q3 show that NEET stood at 9.3% and the most recent figures on the 10th January show NEET to be at 8.8%. Additionally the project is having an impact on locating young people who have previously been unknown and being able to target them to work with; despite the subsequent impact this then has on the NEET target it means that more young people can be offered support.</p> <p>All schools are being actively supported under Strand 1 of the project through a combination of generic offers for all schools and activities to address their individual priorities. The addition of further team members will increase the capacity to focus on individual support for vulnerable students. Strand 3 work continues to be in high demand with work to engage and progress care leavers into EET. Due to the complex and long life of cases there has been more emphasis on continuing work with existing clients over this quarter rather than new referrals being taken on.</p>		Target	Actual	16-18 yr olds going into EET	30	22	Care leavers moving into employ't	2	1	KS4 students attending motivational events	60	76	16-18 NEETs supported	50	47	NEET teenage parents supported	8	6	Teenage parents into EET	2	2	16-18 yr NEET for 6 months + supported	5	10	16-18 yr old NEET for 6 months into EET	5	7	NEETs with drug/alc. issues supported	6	7	NEETs with drug/alc. problems into EET	3	3	Care leavers & children in care supported	7	2	Homeless people supported	8	10	Homeless people progressed into EET	3	0
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Project Title and Description of Initiative	£ WNF	Quarter 3 Progress															
<p>Hot Prospects (08-12), FMC Online This project aims to place 36 Bolsover District graduates into Bolsover District SMEs by March 2011.</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: £81,800</p> <p>2010/11 WNF Approved: £42,300</p> <p>Q3 Target Spend: £9,800</p> <p>Q3 Actual Spend: £9,544</p>	<p>Outputs achieved by the project during Quarter 3 are:</p> <table border="1" data-bbox="1157 277 1906 440"> <thead> <tr> <th></th> <th>Target</th> <th>Actual</th> </tr> </thead> <tbody> <tr> <td>Business registered with the project</td> <td>10</td> <td>1</td> </tr> <tr> <td>Graduates engaged</td> <td>50</td> <td>45</td> </tr> <tr> <td>No of graduates placed</td> <td>9</td> <td>2</td> </tr> <tr> <td>No of placements lasting 13 weeks +</td> <td>6</td> <td>2</td> </tr> </tbody> </table> <p>During the current financial year, the HotProspects service has failed to achieve the number of graduate placements it was profiled to deliver. Regular meetings have taken place with HotProspects to address the challenges being faced, resulting in the project making a number of alterations, amendments and additions to its operations. However, the number of graduate placements is still lagging considerably so an evaluation report prepared by HotProspects was taken to the Employment and Enterprise Action Group in January 2011. The outcome of that meeting was that the contract should continue until March 2011 with the aim to continue working with all businesses that currently have placements identified to fill them by the end of the financial year. The overall view was that the HotProspects service had met a need but recognised that the business market had been saturated and the intensive service was no longer needed in the district. A copy of the evaluation report is available upon request.</p>		Target	Actual	Business registered with the project	10	1	Graduates engaged	50	45	No of graduates placed	9	2	No of placements lasting 13 weeks +	6	2
	Target	Actual															
Business registered with the project	10	1															
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<p>Free Legal Advice (08-13), Chesterfield Law Centre 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</p>	<p>Lifetime WNF Approved: £54,556</p> <p>2010/11 WNF Approved: £23,930</p> <p>Q3 Target Spend: £5,983</p> <p>Q3 Actual Spend: £5,983</p>	<p>Outputs achieved by the project in Quarter 3 are:</p> <table border="1" data-bbox="1157 1057 1927 1219"> <thead> <tr> <th></th> <th>Target</th> <th>Actual</th> </tr> </thead> <tbody> <tr> <td>No of people benefiting from debt advice</td> <td>41</td> <td>31</td> </tr> <tr> <td>People accessing volunteering opportunities</td> <td>2</td> <td>1</td> </tr> <tr> <td>No of clients using the tel. advice line</td> <td>141</td> <td>86</td> </tr> </tbody> </table> <p>Progress against output targets has been down against profile again this quarter although the number of clients using the telephone advice line is starting to show an increase (86 this quarter against 43 last quarter). The project is currently undergoing a review which is expected to be completed at the end</p>		Target	Actual	No of people benefiting from debt advice	41	31	People accessing volunteering opportunities	2	1	No of clients using the tel. advice line	141	86			
	Target	Actual															
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Project Title and Description of Initiative	£ WNF	Quarter 3 Progress
<p>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>of March 2011. This will involve discussions with partners and main referral agencies, reviewing the work undertaken and reviewing the effectiveness of the outreach provision.</p> <p>The project has reported that there is likely to be a substantial reduction in legal services available in the future. The Government's green paper on the future of Legal Aid, if accepted, means that by 2013 it is likely that Legal Aid will not be available for people with problems around debt, employment (apart from discrimination) welfare benefit and most housing problems. As the sustainability of this service in Bolsover was dependent on income generated through the Legal Services Commission, partners should be aware that this potential change in government policy could have serious implications on the longevity of the Free Legal Advice service currently available to Bolsover residents.</p>
<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 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>Lifetime WNF Approved: £1,230,924</p> <p>2010/11 WNF Approved: £467,468</p> <p>Q3 Target Spend: £100,000</p> <p>Q3 Actual Spend: £0</p> <p>No WNF claimed this quarter due to the level of income received from FJF and partner contributions.</p>	<p>At the end of December, a total of 60 apprentices aged 18+, and 15 young apprentices aged 16-18 had been recruited to work within BDC or partner organisations.</p> <p>14 Apprentices have left the programme for a variety of reasons: 3 dismissed; 3 gained employment; 1 started their own business; 1 end of contract – now employed with partner; 1 moved out of the area; 5 resigned. Overall this represents a positive progression route into employment of around 36% to date.</p> <p>No further vacancies are open but the Apprenticeship Team are working with Chesterfield Royal Hospital to fill 15 x 16-19 year old apprenticeship vacancies in admin, catering, health care, IT and stores. Interviews are scheduled to take place early March 2011.</p> <p>Six week job search and interview skills courses titled 'Pathways to Progression' have been arranged to take place in Quarter 4. Courses will have a maximum of 12 delegates who will gain a completed CV, an understanding of job search methods, the ability to complete application forms and a filmed interview session with feedback.</p>

Project Title and Description of Initiative	£ WNF	Quarter 3 Progress															
<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"> • Improve the co-ordination of financial inclusion activity in the district • Increase access to free and impartial advice • Increase access to affordable credit • Increasing the capacity of local people to make informed financial decisions 	<p>Lifetime WNF Approved: £368,978</p> <p>2010/11 WNF Approved: £186,726</p> <p>Q3 Target Spend: £46,682</p> <p>Q3 Actual Spend: £39,408</p>	<p>Outputs achieved by the project in Quarter 3 are:</p> <table border="1" data-bbox="1157 277 1927 440"> <thead> <tr> <th></th> <th>Target</th> <th>Actual</th> </tr> </thead> <tbody> <tr> <td>No of employees benefiting from training</td> <td>10</td> <td>4</td> </tr> <tr> <td>No of people benefiting from debt advice</td> <td>40</td> <td>41</td> </tr> <tr> <td>New volunteering opportunities created</td> <td>20</td> <td>3</td> </tr> <tr> <td>Nos. accessing volunteering opportunities</td> <td>15</td> <td>2</td> </tr> </tbody> </table> <p>Key activities in Q3 include:</p> <ul style="list-style-type: none"> ▪ The FSA authorising the extension of the common bond for the credit union to the whole of the district. 4 new collection points will be established by March 2011 in South Normanton, Tibshelf, Glapwell and one other. ▪ A meeting with Tesco at Barlborough to discuss payroll deduction for the credit union. They employ over 1000 workers, and are recommending that they go ahead to their board. ▪ NAVCA published a report on intelligent commissioning in December, called a Bridge between Two Worlds. This features a case study of the Bolsover FI Strategy. ▪ 271 new welfare benefit cases giving a cumulative total of 823 new cases since April 2010, (target for 2010/11 is 600). The files on a third of these cases have now been closed, and £355,320.70 in additional benefits has been recovered against a target of £250,000 for 2010/11. This is made up of £33,088 in one off and backdated payments, and weekly payments totalling £322,232. ▪ 41 new clients with debt problems, bringing the total since the project started to 114. Total debt across all these cases is £2,028,583. Of the 114 cases so far: <ul style="list-style-type: none"> - in 103 cases people had no savings - 31 had debts with doorstep and payday lenders - 70 included priority debts (i.e. mortgage, rent, tax) - 67 earn under £14.5k per annum. ▪ 24 new members of the credit union with 39 new loans totalling £17,000 (average loan is £393). The savings compared to high interest lenders is over £275 in lower repayments per loan. 		Target	Actual	No of employees benefiting from training	10	4	No of people benefiting from debt advice	40	41	New volunteering opportunities created	20	3	Nos. accessing volunteering opportunities	15	2
	Target	Actual															
No of employees benefiting from training	10	4															
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Project Title and Description of Initiative	£ WNF	Quarter 3 Progress																					
<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:</p> <ol style="list-style-type: none"> 1. Training Co-ordinator – this post will respond to the needs of local, unemployed people by co-ordinating and brokering relevant training Job ready clients will be referred to the: 2. Business Engagement Officer – this post work with inward investors and indigenous businesses to increase opportunities for Bolsover residents to access employment opportunities. 	<p>Lifetime WNF Approved: £164,257</p> <p>2010/11 WNF Approved: £75,119</p> <p>Q3 Target Spend: £19,350</p> <p>Q3 Actual Spend: £11,272</p> <p>The salary of the Business Engagement Officer has not been defrayed this quarter and is therefore not included in the claim. This equates to approximately £6k. The Training budget is currently being committed against the Gateway activity and is expected to be claimed by March 2011</p>	<p>Outputs Achieved in Quarter 3:</p> <table border="1" data-bbox="1157 277 1906 695"> <thead> <tr> <th></th> <th>Target</th> <th>Actual</th> </tr> </thead> <tbody> <tr> <td>No. people gaining employment</td> <td>15</td> <td>6</td> </tr> <tr> <td>NEETs going into EET</td> <td>2</td> <td>6</td> </tr> <tr> <td>Adults with learning disabilities moving into employment</td> <td>1</td> <td>1</td> </tr> <tr> <td>Jobs created</td> <td>0</td> <td>1</td> </tr> <tr> <td>Businesses assisted to improve performance</td> <td>32</td> <td>6</td> </tr> <tr> <td>No. of employees benefiting from trg</td> <td>78</td> <td>92</td> </tr> </tbody> </table> <p>Ian Bates, Business Engagement Officer joined the team on 13th October 2010 and has supported 6 new businesses in Q3 resulting in the potential to fill 10 vacancies in the next quarter. BETI services have moved from the SNaP office and are now being delivered in the Cyber Cafe in South Normanton every Tuesday from 10 am to 3 pm. The number of clients using this centre is gradually increasing and 12 new clients have been recruited this quarter. In order to extend the delivery boundary new outreach locations will continue to be identified.</p> <p>The Training Co-ordinator has worked with 47 new clients this quarter including 7 NEET clients. Training includes college courses, confidence courses, interview preparation and 1-1 coaching. A total of 107 clients have received training to date and 27 have secured a job. This includes 12 FEI clients that have been claimed through the FEI contract.</p> <p>Outputs are down against profile and discussions have taken place with DNCC regarding this. DNCC has been asked to propose a more realistic set of output targets which will be benchmarked against similar activity to ensure VFM.</p>		Target	Actual	No. people gaining employment	15	6	NEETs going into EET	2	6	Adults with learning disabilities moving into employment	1	1	Jobs created	0	1	Businesses assisted to improve performance	32	6	No. of employees benefiting from trg	78	92
	Target	Actual																					
No. people gaining employment	15	6																					
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Businesses assisted to improve performance	32	6																					
No. of employees benefiting from trg	78	92																					

Project Title and Description of Initiative	£ WNF	Quarter 3 Progress
<p>Bus to Work (08-18), Chesterfield Community Transport</p> <p>The project aims to remove transport as a barrier to accessing employment. Chesterfield Community Transport will operate a six month pilot 16-seater mini-bus service to carry workers from the Langwith, Shirebrook and Bolsover areas via the Markham Vale Business Park and Clowne village through to Barlborough Links – specifically Tesco Warehouse.</p> <p>This service will operate 7 days per week and will be scheduled to meet the typical 3 shift system in response to the recent expansion at the Tesco Distribution Centre in Barlborough.</p>	<p>Lifetime WNF Approved: £49,823</p> <p>2010/11 WNF Approved: £49,823</p> <p>Q3 Target Spend: £9,411</p> <p>Q3 Actual Spend: £8,075</p>	<p>Passenger usage has been good and passenger numbers have grown steadily. At June 30th, there were 37 people registered with the service, at Sept 30th there were 54 and by 31st December there were 66.</p> <p>There have been some difficulties in collecting bus fares from passengers which has resulted in the Bus to Work steering group taking action in Q3 to prevent passengers from accessing the service for free. The difficulty arises from passengers being required to pay the weekly fee by standing order and the time it can take to set this facility up, as the onus is on the individual to take action. Chesterfield Town and County Community Transport and Rural Action Derbyshire (who collect the money) have been working hard to resolve this problem, however, as time goes on, the problem is compounded.</p>
<p>Raising Aspirations (08-19), Chesterfield College</p> <p>The project will engage with 150 hard to reach residents from across Bolsover aged 19+ in the delivery of a tailored and personalised employment/skills development programme lasting a maximum of 16 weeks. Individuals will be supported to identify and address perceived and actual barriers to work through the completion of the 5 Steps to Success self assessment tool and a Personal Progression Plan. Participants will also take part in an accredited Employability and Personal Development course.</p> <p>Completion of the programme will result in a minimum of 75% (113) participants achieving a recognised qualification and a minimum of 30% (45) participants making a positive progression</p>	<p>Lifetime WNF Approved: £299,906</p> <p>2010/11 WNF Approved: £132,488</p> <p>Q3 Target Spend: £0</p> <p>Q3 Actual Spend: £8,526</p>	<p>Activity during Quarter 3 has been mainly focused on the delivery and retention of Cohort 2, and helping the learners towards progression and the achievement of their qualification. Of the 36 learners who completed week one and initial assessments, 29 learners achieved the first 2 units of the qualification, with 26 on course to complete the full qualification. 10 learners have left Cohort 2 since the beginning of the course; this represents a 28% dropout rate, which is consistent with the dropout rate shown in Cohort 1(30%).</p> <p>Cohort 2 was over recruited based on the findings in Cohort 1, this has led to the project exceeding profile targets for Cohort 2 (for completion of week one, 2 units and full qualification) which has made up for the shortfall from Cohort 1 in these areas. However, it has reinforced the need for further cohorts to over recruit by approximately 30% to ensure that targets continue to be met.</p> <p>Engagement activity has included a presence at many events across the district. Due to the lack of referrals received from the South Normanton area of the district which led to the cancellation of the Cohort 2 group much attention has been focussed on this</p>

Project Title and Description of Initiative	£ WNF	Quarter 3 Progress
		<p>area to generate referrals. Engagement activity has included attending CVP events, speaking to groups such as Connecting Families, Blackwell Community Centre and Children's Centres. This is in addition to continuing to strengthen relationships with previous contacts. As a result more enquiries about Cohort 3 have been received.</p>
<p>Bolsover ILM Programme (08-20), The Shaw Trust</p> <p>The programme will provide employment for 40 ILM programme participants, for 25 hours per week over a 26 week period allied to a schedule of horticultural and environmental works within the District, as supplied by Bolsover Council.</p> <p>The Shaw Trust plan for approximately 6/7 starts per month, enabling intensive support to be provided, with participants working 3 days per week and attending training for 1 day per week. It is anticipated that 26 weeks will be the average stay, with the option to extend the 26 week period, subject to the consent of all parties. All recruitment activity for ILM participants (including writing job descriptions, organising recruitment/open days, interviewing etc) will be co-ordinated by the Shaw Trust and all vacancies will be advertised with JCP, Probation Service, Community Mental Health Teams and via local community groups/facilities.</p> <p>The programme aims to progress 14 individuals (40%) into sustainable employment at the end of the programme.</p>	<p>Lifetime WNF Approved: £412,304</p> <p>2010/11 WNF Approved: £379,665</p> <p>Q3 Target Spend: £127,128</p> <p>Q3 Actual Spend: £113,387</p>	<p>At the end of December 2010:</p> <ul style="list-style-type: none"> • 39 starts on programme (100% male) • 26 employees on programme • 9 have completed the programme <ul style="list-style-type: none"> ⇒ 4 into employment (2 awaiting satisfactory CRB and reference checks) ⇒ 1 into self employment ⇒ 1 into voluntary work • Additional 5 starts recruited for 18 weeks to start in January 2011 using rolled up weeks from early leavers • 39 employees achieved Emergency Aid in the Workplace accredited First Aid Courses • 38 employees achieved CIEH Basic Health and Safety Training Certificates • 35 employees currently undertaking Skills for Life courses • 13 employees undertaking placement opportunities with host employers • 150 residential gardens have been assisted • A number of allotments have been cleared as well as other sites including Bolsover Methodist Church, New Bolsover Estate, Whaley Thorns Common Community Garden <p>With all ILM participants due to complete the programme by May 2011, the focus now is very much on sustaining activities beyond this date. Discussions are underway between BDC and the Shaw Trust to explore options to set up a social enterprise.</p>

Project Title and Description of Initiative	£ WNF	Quarter 3 Progress																					
<p>Raising Aspirations (08-21), CVP</p> <p>The objectives of the project are to:</p> <ul style="list-style-type: none"> • Undertake community engagement activities in order to identify local people's learning needs and interests and obstacles to their engagement in learning activity • Build an up to date database of training/learning provision • Develop, deliver, commission • Develop, deliver and commission NOCN accredited learning packages • Recruit and support Community Learning Champions who will provide peer mentoring support to local learners 	<p>Lifetime WNF Approved: £148,894</p> <p>2010/11 WNF Approved: £48,807</p> <p>Q3 Target Spend: £24,000</p> <p>Q3 Actual Spend: £10,364</p>	<p>Outputs achieved by the project in Quarter 3 are:</p> <table border="1" data-bbox="1157 277 1862 696"> <thead> <tr> <th></th> <th>Target</th> <th>Actual</th> </tr> </thead> <tbody> <tr> <td>No of people participating in informal learning</td> <td>40</td> <td>3</td> </tr> <tr> <td>No. of people participating in OCN accredited learning</td> <td>20</td> <td>13</td> </tr> <tr> <td>No. of people achieving OCN L2 accreditation</td> <td></td> <td>5</td> </tr> <tr> <td>No. of people achieving OCN L3 accreditation</td> <td></td> <td></td> </tr> <tr> <td>No. of people progressing onto NVQ L2</td> <td></td> <td></td> </tr> <tr> <td>No. of Community Learning Champions recruited</td> <td>3</td> <td>3</td> </tr> </tbody> </table> <p>Although some outputs are down against target in Q3, plans to catch up by the end of 2010/11 are in place (with the exception of OCN3 and NVQ 2, which will be added to next year's targets).</p> <p>The LSP Technical Group has approved a carry forward of £15K from this financial year into 2011/12, part of which will be used to fund a state of the art training facility within CVP's new premises in the centre of Bolsover.</p>		Target	Actual	No of people participating in informal learning	40	3	No. of people participating in OCN accredited learning	20	13	No. of people achieving OCN L2 accreditation		5	No. of people achieving OCN L3 accreditation			No. of people progressing onto NVQ L2			No. of Community Learning Champions recruited	3	3
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<p>RAiSE (08-22), SNAP Development Project</p> <p>This project is an innovative, education programme for schools, designed to offer a preventative model for teenage pregnancy with a specific focus on relationships, self esteem and personal aspirations. The 14 week programme was successfully piloted in one school last year.</p> <p>Two co-ordinators from SNaP and Public Health will work with local secondary schools in the roll out of this pilot, to identify and target more young people at risk of social exclusion. Five facilitators will be employed, trained and mentored to deliver at least</p>	<p>Lifetime WNF Approved: £117,995</p> <p>2010/11 WNF Approved: £54,923</p> <p>Q3 Target Spend: £21,969</p> <p>Q3 Actual Spend: £19,953</p>	<p>Having successfully interviewed candidates on October 19th 2010, the RAiSE Project commenced with the newly employed facilitators on 1st November 2010.</p> <p>The timetabled induction and training period (November – December) began with the lead coordinators facilitating 'getting to know' sessions. These sessions included getting to know the team, getting to know SNAP Development Project and getting to know the RAiSE Project resource.</p> <p>During the induction and training programme the facilitators were given tasks to help them become more familiar with the RAiSE Project programme. Towards the end of the training and induction</p>																					

Project Title and Description of Initiative	£ WNF	Quarter 3 Progress
<p>one programme per school, specifically tailored to meet the needs of the young people.</p>		<p>period the facilitators were taken to meet the key staff members at some of the schools they will be working at. These meetings gave the facilitators time to ask teachers questions and gain information about school policies and procedures.</p> <p>The RAiSE Programme will be delivered in 3 of the 5 schools in the district of Bolsover. The programme will be delivered on the following days:</p> <ul style="list-style-type: none"> • Heritage School : Monday am, Monday pm, Wednesday am, Wednesday pm • Shirebrook School: Wednesday pm • Bolsover School: Monday am
<p>Shirebrook Enterprise Centre (08-24), BDC This project will facilitate the development of a flagship Enterprise Centre in Shirebrook providing a mix of office (19 units 19.2m² - 51.5m²) and workshop (16 units 49m² - 71m²) units to small and medium-sized enterprises (SME) – a total of 35 units. There will also be two meeting rooms and a management suite.</p> <p>When complete, the Centre will be a key development for providing 'graduation space' for businesses looking to progress from start-up accommodation. The vacation of these much needed start-up units will enable the growth and development of further new businesses.</p> <p>Construction is scheduled to start in May 2011 and the physical completion of the building is expected in August 2012.</p>	<p>Lifetime WNF Approved: £870,977</p> <p>2010/11 WNF Approved: £82,283</p> <p>Q3 Target Spend: £0</p> <p>Q3 Actual Spend: £29</p>	<p>The project is progressing through the early stages of legal requirements to support the funding agreement (undertaken by the local authority's legal representative) as well as searches with regard to land acquisition. As a result of this work there has been little impact from the project to date.</p> <p>The project is developing as anticipated, with a full procurement process undertaken by Bolsover District Council. This was done at risk by the Authority to ensure from the point of signing the funding agreement for the project; an Employers Agent would be in place to commence delivery. This in turn has resulted in the full design team being in place for appointment immediately after the signing of the Funding Agreement. Activities will commence on 4 January 2011 in line with the project plan.</p>

Project Title and Description of Initiative	£ WNF	Quarter 3 Progress
<p>Bolsover Leadership, Coaching and Volunteering Academy (08-25), BDC</p> <p>The project aims to equip local people with the skills and confidence to access employment (paid or unpaid) in the field of physical activity, sport and leisure. A project manager will be employed to recruit leaders/volunteers to the 'Academy' and will target three distinct groups:</p> <ul style="list-style-type: none"> • Young people in Years 10/11 in all five of the district's secondary schools • Young people in Years 11-13 within FE establishments who are residents of Bolsover district • Working age individuals that are either unemployed or economically inactive. <p>Every Academy member is expected to deliver a minimum of 10 volunteering hours through voluntary placement opportunities created within local clubs, societies and partner agencies.</p>	<p>Lifetime WNF Approved: £93,776</p> <p>2010/11 WNF Approved: £49,100</p> <p>Q3 Target Spend: £27,850</p> <p>Q3 Actual Spend: £25,937</p>	<p>This project commenced in Q3 and has made the following progress:</p> <ul style="list-style-type: none"> • 49 candidates applied to be part of the project • 42 were offered a place in the Academy (agreement returns are awaited from the other candidates) • 22 inductions have been completed i.e. personal profile and training plans created) • 4 community clubs are engaged to provide volunteering opportunities (to be formalised in Q4) • Leadership Conference delivered to 80 young people from the district's six secondary schools • 54 young people (schools based) have registered on the Academy website • Frederick Gent School has created a volunteer opportunity • 2 Leaders (<16's) have accessed volunteering opportunities • A total of 5 hours have been delivered by the Leaders (<16's) <p>Good progress overall is being made but a delay in the start date of the Project Co-ordinator and adverse weather conditions at the end of the Quarter has impacted on the timetable, resulting in some of the training running into 2011/12.</p>
<p>First Farm Steps (08-26), Rhubarb Farm</p> <p>This project, based in Langwith, will provide horticultural-based employment, work placements, training, and volunteering opportunities for a range of individuals from targeted groups which include:</p> <ul style="list-style-type: none"> • Unemployed people • Ex-offenders • Ex-service personnel with Post Traumatic Stress Disorder • Young people that are NEET • People with mental ill health • People with physical health problems 	<p>Lifetime WNF Approved: £43,205</p> <p>2010/11 WNF Approved: £19,685</p> <p>Q3 Target Spend: £9,725</p> <p>Q3 Actual Spend: £2,673</p>	<p>During Q3 the following activities have taken place:</p> <ul style="list-style-type: none"> • Electrical connection has been commissioned from Eon • Horticulturist and Admin/Finance Worker posts advertised in November and interviews were held in December and January respectively • Admin/Finance worker appointed and commenced on 5th January. The lady is from Langwith and was made redundant recently. • The search continues for a Horticulturist, so a suitable interim worker has been appointed. • "Soup on Site" event was held on site to publicise the enterprise to local residents. About 60 people attended.

Project Title and Description of Initiative	£ WNF	Quarter 3 Progress
<ul style="list-style-type: none"> • People with a learning disability <p>The Working Neighbourhoods Fund will be used to secure the eight acre site with fencing and to cover the costs of skilled and experienced staff to complete the initial stages of operation. Income will be generated through project activity, commissioned placements, training delivery, a Community Supported Agriculture (CSA) scheme, and through philanthropic shares.</p>		<ul style="list-style-type: none"> • Rhubarb Farm registered for VAT. • Rhubarb Farm contracted to have the car park, foundations for the containers and ducting for electricity and water on site carried out by a Palterton contractor. Because of snow on due date of start, this work will now start on 20th January. • A Community Payback team and staff supervisor from Derbyshire Probation Trust started clearing the site from 9th October, and came on site every week from then until the heavy snow and frosts started on 30th November. • Androo Thornton resigned his Directorship on 29th November. • Two new directors then joined Rhubarb Farm: John Beazer was CEO of a social firm providing employment for disabled people, and Kath Sharpe, Secretary of the Langwith Society. • Rhubarb Farm's first newsletter was produced
<p>Disability Partnership Project (08-27), Disability Dynamics</p> <p>Disability Dynamics will develop a partnership in Bolsover district that effectively supports disabled residents into employment and/or training opportunities. This will be delivered through the development of core products for clients which will outline the providers and progression routes available, and also through the delivery of specific activities with three large local employers and Stubbin Wood School.</p> <p>The Partnership will be formalised through a Concordat/Memorandum of Understanding which will include specific actions to help effective partnership operation, aimed at:</p> <ul style="list-style-type: none"> • Increasing positive outcomes • Reducing client withdrawals through more cross-referrals • Filling provision gaps • Reducing cost-inefficient duplication 	<p>Lifetime WNF Approved: £44,681</p> <p>2010/11 WNF Approved: £16,411</p> <p>Q3 Target Spend: £5,183</p> <p>Q3 Actual Spend: £3,236</p>	<p>The first four weeks of the project were intensely active. It was anticipated that interest from potential partners would emerge in January 2011 however awareness raising of the project has generated significant interest.</p> <p>Emerging Findings</p> <p>There is good interest in the concept of a partnership. While there is a range of organisations offering well recognised support for disabled people, it is seen that clients' basic needs around housing, finances, personal circumstances and condition management need to be addressed if progress is to succeed. Providing practical tools (such as CV writing/job search etc) may be insufficient if clients' psychological needs are not also considered.</p> <p>Mental health issues have quickly emerged as a significant factor for many unemployed people – sometimes due to their isolation or unemployment. The project has already been able to link the FEI Community Nurse with the co-ordinator of local self help groups across the district where people with mental health difficulties can support each other.</p>

Project 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. In the following section, there are case studies from 13 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 – Raising Aspirations (Connexions)

Case Study – Hot Prospects

Case Study – Free Legal Advice

Case Study – Bolsover Apprenticeship Programme

Case Study – Financial Inclusion

Case Study - BETI

Case Study – Raising Aspirations (Chesterfield College)

Case Study – Intermediate Labour Market Programme

Case Study – Relationships and Self Esteem (RAiSE)

Case Study - Family Employment Initiative

Three clients all looking for care work registered with FEI in November 2010. All had been on Job Seekers Allowance for more than 12 months and were referred to the FEI Team by Job Centre Plus.

Client A is a lone parent with two children and as her youngest daughter had started full time school, she had decided the time was right for her to go back to work. She had previously had a bad experience with an employer and was anxious about finding another job.

Client B had formerly been employed as a miner, then in the construction industry. He was at the end of his tether after being made redundant time after time. One of the FEI advisors met him in the job centre and told him about FEI. He registered with FEI and discussed where he wanted his career to go; he explained that he had always wanted to work in care. We created his CV and did a mail shot to selected care homes and he immediately began to get phone calls from care homes saying they would keep his details on file. After job searching, it became apparent that it would benefit Client B to gain his food hygiene certificate which we funded at a cost of approximately £50. He was invited to interview at a care home in North Wingfield and was offered the job! Sadly the employer was very slow in sending off his CRB and for references and the client began to lose hope.

Client C had been out of work for a considerable length of time running into several years. She too wanted to work in care. We created her CV together and she went away with a list of care homes that she would like to work in. A big factor to take into account was the public transport network around Shirebrook as, ideally, she wanted to stay locally.

In the meantime, one of the Community Employment Advisors for the Bolsover FEI came to the office and told me about 3 openings at a local care home which she had heard of from a family member. They were looking for good quality care staff and suggested any suitable clients phone up. I contacted Clients A, B & C who rang the care home up straight away and I offered support in relation to interview techniques. After a few days, all 3 had been offered jobs!

FEI were able to pay for CRB checks for 2 of the clients, one of them was reluctant to access the Back to Work fund although eligible and paid £45 for the CRB out of their own funds.

The employer was very happy and expressed that they would come to FEI every time for their future recruitment needs.

Case Study - Derbyshire Unemployed Workers Centre

A recent visit to our Bolsover outreach by a disabled woman proved to be a good move in terms of her financial wellbeing. She had been advised by a friend who had used our service previously to seek our help and request a benefits check. She had been in receipt of Disability Living Allowance for some time because her medical conditions prevented her from being able to look after herself without help from others. She had also been in receipt of Income Support for a number of years on the basis that she was incapable of work.

In June 2010, following a review of her Disability Living Allowance, she was awarded the middle rate of the care component, because her care needs had greatly increased over time; she had been in receipt of the lowest rate for a number of years. She lived alone and her family cared for her on a daily basis, all providing care at different times; but none of them could in fact claim Carer's Allowance due to earnings levels. Therefore, a severe disability premium should have been added to her Income Support claim from the date she was awarded the middle rate of care of DLA, this was worth an extra £53.65 a week and payable from June 2010.

When we checked her Income Support award it soon became clear that the severe disability premium had not been added to her claim from the start. We quickly contacted the Department for Work and Pensions, and informed them of the error. To their credit they promised to correct the award and add the premium, which they did within a week and a half, paying the woman a substantial amount of arrears. She was so pleased that she had a little extra money to be able to meet the extra costs incurred due to her disabilities.

This case proved that having your entitlements periodically checked can be a good idea.

Our Shirebrook volunteer Gill King has been giving ongoing help and support to an elderly couple living in the town. They asked for help because, after their weekly outgoings, they were living on just £14 per week and were struggling to manage. They had taken out loans with the Provident to meet their living needs. Gill went and reviewed their income. She found that they were entitled to, and not claiming, Pension Credit, Savings Credit, Housing Benefit, Council Tax Benefit and Attendance Allowance. Gill helped them to make these claims and they are now £497 per week better off. Gill has since referred the man onto TRUST to look into possible industrial sickness claims.

Case Study - Bolsover Volunteering Project

Client 275 decided to volunteer as she was low on confidence but wanted to gain employment. She discussed the options and decided to join "Connecting Families" in a voluntary capacity. Not only did this help to improve her skills in areas like ICT and interpersonal skills it also vastly improved her confidence. She especially enjoyed the administration side of the volunteer opportunity and decided that this was an area that she would like to pursue.

Whilst volunteering she heard about an Apprenticeship in Administration. She applied and was successful in her application and now works 27 hours per week. She feels that had she not undertaken volunteering work she would not have gained the confidence to be able to apply for the Apprenticeship let alone be accepted.

She is now looking forward to commencing her NVQ in Administration and pursuing a successful career in paid employment.

Case Study - Ways to Work

Ben was referred to the project when he joined the Apprenticeship Programme hosted by Bolsover District Council. He was offered a placement at Hardwick Hall as an apprentice Countryside Ranger and Warden. Ben was really keen to accept the placement but was unable to get there. There was no public transport to get him to work on time, or home at the end of the day, and so Ben feared he may have to turn the opportunity down. Ben heard that Ways to Work Bolsover was able to offer him a moped loan for 6 months as part of the Wheels to Work Derbyshire scheme, and so he applied and was accepted because of the rural location of his work placement.

Ben was sent a CBT voucher to take his Compulsory Basic Training for motorcycles, which he did at Triskelion Motorcycle Training in Hollingwood. He passed this with no problems, and his moped was delivered to him a couple of days before his job was due to start in October 2010.

Ben will shortly take his CBT Plus, an extra half day training to make sure he is looking after the moped and riding it safely. This extra training is something that was introduced to everyone loaning a moped through Wheels to Work Derbyshire, in collaboration with Derbyshire County Council's Road Safety Team. Derbyshire County Council have since rolled the CBT Plus out to all new riders, and it was recently reported that motorcycle injuries and deaths on Derbyshire roads decreased last year, so the project is proud to have been part of this safety initiative.

Ben has said that without the moped he would never have been able to get to Hardwick Hall to do his training, and that the moped loan has also saved his relationship as he no longer has to rely on his girlfriend for lifts everywhere!

Case Study - Work for Yourself

Local Clairvoyant Kathleen Quinlan has clients as far afield as Australia and New Zealand within just a few weeks of launching her new psychic services. With the help of the Work for Yourself programme, funded by Bolsover District Council, her life has changed from relying on benefits to fulfilling her dreams.

She explained, "I was just 26 when I dreamt of cards - they had strange pictures and I didn't understand what they meant at the time. I later learned that they were Tarot cards and felt utterly compelled to have a set. Almost immediately, I was able to read the cards instinctively. At the time, I was a Youth Development Worker helping local volunteers to set up self-help groups. I realised that helping other people get through problems was really important for me. But, when that neighbourhood renewal funding came to an end, I was unemployed. Life was even more difficult for me because I have Post Traumatic Stress Disorder after being abused as a child - and I became more depressed and anxious from being out of work."

Kathleen was impressed by the support she receives from her Work for Yourself Business Adviser, "She was wonderful – we worked together on my business plan which turned my idea in to reality. Then she took me through each step of my business launch at the start of November and she is always on the end of the phone if I need to ring her. Becoming self-employed works for me – I have the choice and control so that I can manage work alongside my health condition if I'm having a bad day. Within a couple of weeks, I have become a consultant for an Australian company, 'Absolute Soul Secrets', and give phone readings to their clients there and in New Zealand. Due to the time difference, I provide readings for their customers in their evenings. I had to do some test readings to show that my work is high quality and accurate. Just four weeks later clients are asking for me by name and I have had fabulous feedback on the company website."

"Even though lots of people can be very wary at the start of a reading, by the end, many find it a deep spiritual experience – often it is the first time that someone has listened to them and taken time to work through the situation together. I give them ideas for the future – perhaps a book to read or some creative visualisation exercises. If they can picture themselves succeeding and overcoming a problem, they are much more likely to do so in real life. Meditation exercises can also be a great help because just being more aware of how you breathe can reduce stress levels and anxiety."

Case Study - Raising Aspirations (Connexions)

A young family, who attended an event organised by the **Raising Aspirations in Bolsover** project, is reaping the benefits of some of the opportunities presented to them during the day.

Young parents, Tom Munks and Nikita Greatorex, came along to the event at the Making it! Discovery Centre in Mansfield, with their baby son, David. Children were encouraged to 'get creative' – making hand prints, greetings cards and wind chimes – while their teenage parents could find out more about courses, facilities and services available to them from local colleges.

Organised by the **Raising Aspirations in Bolsover** project, in partnership with Children's Centres from the district, Bolsover District's Dads worker, Mark Rigby, was also on hand to support young fathers. Tom found Mark's help and advice invaluable, and he's stayed in touch, attending 'Dads workshops' on a regular basis.

"Young mums, quite rightly, receive a lot of help and support from a wide variety of agencies, but it's important to recognise young dads need help too," says project manager, Clare Talati. "Mark has really supported Tom – reassuring him that he's being a good dad to David – and encouraging him to make plans for his future. As a result, Tom has decided that he'd like to pursue a career in childcare, and he's now managed to get a place at Chesterfield College on a Childcare course, starting in January 2011."

Nikita has also benefited from attending the Making it! event. She is now part of Creswell Children's Centre's young mums group – making friends and sharing experiences with other young people like her – and is making plans to return to college in 2011, when David is a little older.

"It's fantastic to see how Tom and Nikita have embraced the help and opportunities we presented to them," says Fearn Barnett, Raising Aspirations Project Worker for Teenage Parents. "With our ongoing support, the future is looking positive for both them, and their little boy, and we look forward to seeing the progress they make."

Case Study - Hot Prospects

Bolsover based Dynament, a high quality gas sensor manufacturer, is just one of the companies to have used the service, which matches available positions to graduates with the right skills. Delivered by HotProspects and funded by Bolsover District Council, it provides businesses with up to £1,000 towards recruiting graduates in both permanent and temporary positions.

Dynament's innovative approach to design of gas sensors has secured them a worldwide customer base from their South Normanton headquarters, and as the business has changed and developed they have had to grow their workforce to stay ahead. So when the decision was made in 2011 to take on another qualified electronics engineer to meet the growing demand the firm turned to HotProspects to help find the right person. Having used the HotProspects in Bolsover service to fill the role before in 2010, Dynament were confident their requirements, no matter how specific, would be met.

Mo Shiran is an MSc Electronic and IT graduate who fitted the criteria so perfectly. A graduate from Sheffield Hallam University, who moved to Manchester following his MSc he relocated to Bolsover to take the job. He said, "Having been to university not that far from Bolsover I knew the area was a lovely place to live, but I didn't think there was much available there for someone with my skill set so I moved away following my graduation. So when HotProspects called me and said they had a position in the area I didn't think twice about applying."

Having started mid January Mo has already had an impact and is putting those skills developed throughout his degree to good use. "Currently I'm working at circuit level to develop prototypes for clients, which is ideal as it puts the skills I'd developed on a previous placement as well as on my degree to the test."

Case Study – Free Legal Advice

Mr and Mrs D from Doe Lea were referred to us by Bolsover District Council as they had a large amount of arrears in relation to their mortgage and secured loan. Their mortgage company had taken possession proceedings and there was a hearing scheduled for 13 December 2010.

Dan Staniland saw Mr D initially and discussed the family income situation in great detail. The position was not good. Mr D had just left work to care for his wife full time who suffers from depression and anxiety. The couple had made a claim for Carers Allowance and Disability Allowance, however the claims had not been processed and the only income the couple were receiving was Income Support, Child Tax Credits and Child Benefit.

Dan Staniland advised Mr D that unless he could pay his current monthly installment and an additional contribution towards the arrears a possession order would be made. Mr D was resigned to the fact that they could not afford to keep the house. Due to the large amount of negative equity in the property the couple were also not eligible for Mortgage rescue.

The client was advised that he should go back to the council and make a homeless application. The situation was made even more difficult by the fact the couple have a disabled child who has autism and any disruption to her routine sets her back. This meant the family could not move too far and have her changing schools etc.

The council showed the couple some properties that the couple felt were unsuitable, however the couple found a private rented property but they could not afford the bond or the first months rent. We advised the couple about the council's paper bond scheme and spoke to the council on the couple's behalf about this. Unfortunately the landlord wouldn't accept a paper bond.

With the family looking like they were to be made homeless we advised them about making a community care grant and a crisis loan application. They got these approved and had enough for the first months rent in advance. We then negotiated with the landlord to allow the couple to pay £50 per month for their bond so that they could move into the property before they were evicted.

We have also made an application to a charity for a grant of £250.00 which is yet to be approved, to assist the couple further.

The couple are now living happily in their new property, receiving full housing benefit and paying their additional £50 contribution. Long-term they are considering bankruptcy to address their debts as a whole and our adviser has provided them with full advice about this.

The family report that their overall sense of well being is greatly improved and now can manage their own affairs and finances.

Case Study - Bolsover Apprenticeship Programme

Lauren Barke was employed by Bolsover District Council, on the Apprenticeship Programme in July 2010, after been on benefits for around 6 months.

Lauren was placed at The Meadows Community School to complete her level 2 apprenticeship in business and administration. Her apprenticeship framework consists of a level 2 NVQ in business and administration, a technical certificate and functional skills (English and maths).

She now aims to complete a level 3 apprenticeship before moving on to a degree.

Lauren says “The apprenticeship is brilliant, I love it, it’s the best thing I have ever done. It’s been an opportunity to gain qualifications I didn’t think I was capable of achieving. I would have never considered a degree prior to the apprenticeship because I didn’t think I was clever enough”.



Lauren is pictured with the award the school received for it’s involvement in the Apprenticeship Programme.

Case Study – Financial Inclusion Project

The client is in her mid 60's and suffers from cancer. Her husband is in his 70's and has the likely onset of dementia. When visited late last year the clients had not opened some post for approximately 3 months and any post that had been opened was in a heap. The envelopes were all opened amongst which was a court letter saying the lender, Kensington had been granted possession of the property (due to mortgage arrears) and the clients had not attended court and made an offer of payment.

Both clients are in receipt of pension and High Rate Mobility and High Rate Care DLA. Whilst in receipt of Pension Credit this is not at the correct amount.

The clients have a large number of non priority debts and were not sure who they were paying, whether they were paying for essentials such as gas, electricity, insurance etc.

Contact was made with the lender who have agreed not to enforce the possession order as long as the clients make payments on a monthly basis (contractual and arrears) and after 6 payments, the arrears will be capitalised. The lender also expressed concern, as one of their staff members had visited, as to the health of the clients and the conditions in which they were living and offered any help they could give.

A referral has been made to Framework so that they can give ongoing support, ensure payments are made and take any other action as appropriate.

Contact has been made with the Pension Service. They are not aware the clients have a mortgage or secured loan and sent out several forms to check receipt of DLA (to qualify for higher rates of benefit) but these have not been returned. A form has been sent about the latter and returned to the Pension Service. As yet the clients say they have not received the forms re mortgage interest so a further form has been requested as I have concerns that they have received the form but done nothing with it.

As the constant contact from non priority creditors is causing the clients extreme distress, token offers are being negotiated whilst the benefit issues are sorted.

Case Study – Bolsover Employment and Training Initiative (BETI)

Peter was first referred to the BETI Training Co-ordinator in September by the Job Centre. Peter had been out of work for over 6 months and was keen to find a job as an Administrator. He had received an application form to complete for a potential Future Jobs Fund vacancy and was extremely nervous and lacked confidence. Peter worked with the BETI Training Co-ordinator and took part in three hours of intense support where he went through the benefits of a good CV and a thorough application form and then felt confident to complete the application forms himself.

Peter was invited to interview at Disability Nottinghamshire in Mansfield and then participated in some interview preparation training on a one-to-one basis with the Training Co-ordinator. Peter was successful at interview and started work on the 1st November 2010. He contacted the Training Co-ordinator to thank her for the support and encouragement.

Below are two examples of how the Business Engagement Officer is working with clients.

Employer Case Study 1

From telecanvassing, BETI received a request from an employer for assistance with a hard to fill vacancy. A meeting was agreed to go through the client's requirements and new job descriptions and person specifications were produced on behalf of the business. These were promoted through the BETI vacancy alert system and advertised on the JCP website. Management of the applications and the CVs was included in the service delivered by BETI. At a later stage the client requested support for two additional vacancies. The closing date for all the vacancies is 7th January. Several BETI clients have been identified suitable for the vacancies and support is being provided to help with the application process.

Employer Case Study 2

After networking at the Clowne Enterprise members meeting a client requested support with a vacancy for a Business Development Manager. BETI support the business to create a person specification and job description and the vacancy was promoted through the BETI vacancy alert system and JCP. The closing date for applications is the 14th January. The Business Engagement officer also promoted the adult apprenticeship and referred this business to Chesterfield College to access the fully funded apprenticeship programme.

Case Study – Raising Aspirations (Chesterfield College)

JS had relocated from Surrey to Derbyshire in April 2010. She is a very active member of the community, and a very compassionate and caring person. Through initial one to one sessions Lindsey, her tutor, discovered that JS is a talented artist, and is skilled in arts and crafts. She also has a talent for writing, and her tales of travelling around Israel and Bethlehem are inspiring.

JS has been encouraged through the Raising Aspirations course to follow a career that combines her artistic skills and her ability to relate to people in an engaging and sympathetic way.

JS has engaged with LEO Coaching to help set up her own arts and crafts business; she was initially referred to them when they came to speak to the learners on the Raising Aspirations course. She is looking at possible arts and crafts in schools, old people's homes, and perhaps even setting up a weekly class in her home town of Shirebrook. She has also been encouraged to sell her crafts online and at local craft fairs through her Raising Aspirations tutor.

She has also been set up with Word Press account so that she can share her stories on the internet for other people to see and draw inspiration from.

On top of this she has also been successful in securing part time work as a Training Assistant at Groundwork in Clowne which will commence mid January 2011. This work is perfect for JS, as she will help encourage and motivate the learners in a creative and inspiring way. Raising Aspirations staff have no doubt that JS will flourish in this role.

Case Study – Intermediate Labour Market Programme

David is a 50 year old gentleman from Bolsover who had previously been self employed for 20 years undertaking painting and decorating contracts nationwide. He became unemployed in June 2009 due to the recession when many business sites closed or work contracts were put on hold.

As a result of being unemployed for 12 months David decided to review his career prospects to consider new opportunities in handyman, maintenance type work areas as branching out into general maintenance work proved more difficult than he expected. “I had my own business for 20 years but when all my contracts got put on hold or cancelled a year ago I had to go out and find a job and I’ve never been in that situation before. No-one would take me without horticultural experience and I just couldn’t get on the first step of the ladder,” he added. This identified a skills gap in horticulture knowledge and experience which led him to apply for the position of Assistant Gardener with Shaw Trust. David was successful with his application and commenced employment with Shaw Trust on the Bolsover ILM Programme in June 2010. “So when I was offered Gardening Assistant with Shaw Trust I thought this was an excellent opportunity to gain 6 months gardening experience under my belt. Now with this course behind me I’ll have a lot more to offer employers and although it doesn’t guarantee me a job at the end, with the help of Shaw Trust I am doing something positive to improve my chances,” said David.

Shaw Trust which helps people achieve work and independence has helped hundreds of local people into training and work in a number of projects over the past 8 years of working in Derbyshire

On the programme David attended various training activities providing hands on experience in real life work situations with on going assessments which included the safe maintenance and operation of a selection of petrol powered tools, undertaking risk assessments, area and site preparation together with general garden clearing and maintenance tasks. In addition David undertook a range of training courses and achieved several qualifications:

- Manual Handling Awareness Training
- Emergency First Aid at Work Certificate
- Health & Safety in the Workplace CIEH Level 2
- Adult Numeracy Level 2 Certificate
- Adult Literacy Level 2 Certificate

Whilst on the programme David was supported with weekly job search activities to look at progression and sustainable employment opportunities. Within David’s last month on the programme he was invited to attend an interview for the position of General Maintenance Person with an employer who had several properties which needed to be maintained.

Following the interview David was approached and offered the position by the employer and successfully started work with them on Monday 29th November 2010.

Congratulations David!

Case Study – Relationships and Self-Esteem (RAiSE)

(This case study has been provided by the group of newly employed RAiSE Facilitators)

In the very first week of the project we had a limited knowledge of the RAiSE material and how to deliver it. We had very little understanding of structure and resources. We were unaware of others past experiences and abilities and were unsure of how, as individuals, we would fit into the team.

During the last two months we have been involved in training for the delivery of the RAiSE project and have also participated in group activities which have enabled us to get to know each other as a team, to see where we fit in and how our individual skills and abilities can be used.

During the first sessions we spent time creating a good group dynamic. We quickly felt at ease with each other and became aware of each other's experiences and skills; there was a noticeable openness in people sharing personal experiences. This was facilitated through various ice breakers, discussions, group work with visiting speakers and practicing scenarios. We then concentrated on learning and discussing the content of the RAiSE programme which was initially a new concept to us all.

We facilitated the RAiSE programme between each other as it would be delivered to young people in schools. This enabled us to know how to deliver the project in a creative and effective way. During this time we have become confident in knowing the methods of delivery and have gained experience of coordinating a vast range of needs led activities. This includes planning, developing and evaluating each session. Recent sessions have been used to visit schools and make resources that will be used in the delivery of the programme. The project training has helped contextualise many of the issues that we will encounter with young people. We feel equipped to go into the schools and deliver the programme with knowledge and confidence with understanding of the team dynamics and our individual responsibilities within the group.

(This case study has been provided by one of the newly employed RAiSE Facilitators)

I have found this programme extremely helpful, the Induction was held at Hartington Hall and was a fantastic environment to meet my new manager and colleagues. Although the agenda for the induction day required a certain level of concentration I felt by being in such a beautiful environment enabled me to be relaxed and enjoy getting to know the people that I will be working very closely with. The day consisted of getting to know each other and share our experiences, producing a group contract, discussing our hopes and fears, taking part in ice breakers and discussing the history of the Raise Programme and what the programmes aims are.

The training programme was a fantastic opportunity to get to know each other as a team. We worked together on the RAiSE Programme Activities that we will be using to work with the young people. This enabled us to practice the activities, discuss them as a team and evaluate them.

Now this training programme is about to end I now feel confident and equipped to facilitate the RAiSE programme. The induction and training programme has enabled me to overcome my anxieties and I am now looking forward and am excited about working with young people.

Committee:	Executive	Agenda Item No.:	12.
Date:	4 th April 2011	Status	Open
Category	3. Part of the Budget and Policy Framework		
Subject:	Risk Register Review		
Report by:	Director of Resources		
Other Officers Involved	Business Risk Group, Senior Management Team, Heads of Service and Senior Technical Officer		
Director	Director of Resources		
Relevant Portfolio Holder	Councillor A. Hodkin, Portfolio Holder for Resources and Efficiency Champion		

RELEVANT CORPORATE AIMS

CUSTOMER FOCUSED SERVICES – Providing excellent customer focused services

STRATEGIC ORGANISATIONAL DEVELOPMENT – Continually improving our organisation.

By adopting a corporate approach to risk management, the Council minimises potential difficulties that could impact upon its abilities to deliver Customer Focussed Services.

TARGETS

A priority identified in the Corporate Plan is to ensure that all Strategies and Plans have robust monitoring, assessment and review functions

VALUE FOR MONEY

Proactive risk management avoids unnecessary expenditure in resolving issues that could otherwise be avoided or minimised by forward planning.

1. This report updates Members on progress with Risk Management relative to the previous report. In particular it provides details of the latest review of both Operational and Strategic Risk Registers.
2. The Business Risk Group has continued to meet during 2010/11 on a regular basis and made use of the Council's new insurance broker (AON) for advice etc.

3. Managers are periodically requested to update the Master Risk Register to ensure their operational risk assessments correspond with the master register. As a result of this review the table below shows the changes in identified risks over this period which now incorporates the split to each of the 3 scrutiny committees.

Previously Reported	ALL RISKS	Current Assessment	Improvement	Safe & Inclusive	Sustainable Communities
217	TOTAL IDENTIFIED RISKS	213			
190	Total Operational risks	186	84	44	58
3	➤ New risks	13	13	0	0
10	➤ Amended risks	39	8	6	25
34	➤ Deleted risks	17	9	0	8
27	Total Strategic risks	27	-	-	-
0	➤ Amended risks	1	-	-	-

	'RESIDUAL' SCORE >=8		Appendix 1		
31	Not yet completed (NYC)	31			
22	Operational risks	22	1	7	14
5	➤ Amended risks	12	0	3	9
9	Strategic risks	9	-	-	-

	PARTNERSHIPS				
35	Partnership Risks - Operational	32	14	2	16
1	Partnership Risks - Strategic	2	-	-	-
7	Residual >=8 (NYC)	7	0	1	6
7	Operational risks	7	0	1	6
1	➤ Amended risks	6	0	1	5

	PROJECTS				
29	Project Risks - Operational	45	9	4	32
1	Project Risks - Strategic	1	-	-	-
4	Residual >=8 (NYC)	7	0	2	5
4	Operational risks	7	0	2	5
0	➤ Amended risks	3	0	2	1

	HEALTH & SAFETY				
37	Health & Safety - Operational	35	14	16	5
2	Health & Safety - Strategic	2	-	-	-
4	Residual >=8 (NYC)	4	0	1	3
4	Operational risks	4	0	1	3
1	➤ Amended risks	3	0	0	3

4. To assist in embedding risk management, monitoring takes place for any risks with an “initial” risk score of 8 or more where assessments focus on mitigating the risks and reduce the residual scores. If the residual scores remain at 8 or more they will continue to be reported but if following completion of appropriate actions the residual score reduces below 8 they will no longer be reported to Members, but remain on the Master Risk Register.
5. To assist Members in monitoring progress Appendix 1 contains the revised risk register where the residual score is 8 or more, where not yet completed, and shading to highlight any risks where changes have taken place since the last update. The “Comments” column is used to provide brief updates of progress on individual risks for Members.
6. Risks are also split by categories, these being partnerships, projects and health & safety risks which are also shown in the table.
7. Summary of new risks – The above table shows there are 13 new risks. All these risks are below the initial score of 8 threshold and therefore do not appear on the appendix, however they can be summarised as follows:
 - 1 x CEPT – Staff not undertaking mandatory corporate training.
 - 7 x Apprenticeship Scheme – partnership issues, training costs and lack of placements.
 - 2 x HR / Payroll – Using own vehicle without adequate insurance, inconsistent implementation of policies and procedures.
 - 2 x ICT – Increased cost due to joint working.
 - 1 X LSP – Inappropriate handling of cross agency data.
8. Summary of deleted risks – Of the 17 deleted risks in the above table, 5 had residual scores of 8 or more. This comprised of:
 - 1 x ICT – Duplication of risk
 - 3 x Regeneration – either not relevant or completed leaving a residual score less than 8.
 - 1 x CSP – No violent attacks on Contact Centre staff over the previous 4 years – risk tolerable, therefore removed.

The remaining 12 deleted risks had residual scores of below 8, which were either now not relevant, completed leaving a score of nil, or risks considered tolerable.
9. In addition to the risks detailed in the attached appendix, SMT are considering the risks associated with the Strategic Alliance. At this early stage of the process the risks are associated with its failure, capacity to undertake the changes required and the morale of the staff. The impact is scored at 4 and the likelihood being 3, giving a risk score of 12. The agreement is to be formulated and the key posts filled. This risk will be considered in more detail in the next report.

10. This report has been presented to the Audit Committee and to all 3 scrutiny committees.

IMPLICATIONS

Financial : All costs associated with the introduction of the risk management strategy and the development of strategic and operational risk registers will be accommodated within existing budgets. Following further assessment of risks with an “initial” score of 8 or more it may be necessary to seek budgetary approval to undertake action to mitigate certain risks. All issues of this nature will be the subject of future reports to Members.

Legal : None

Human Resources : Officer and Member time to support and embed a risk management culture within the Council.

RECOMMENDATION

That the contents of the report be noted.

REASON FOR DECISION TO BE GIVEN IN ACCORDANCE WITH THE CONSTITUTION

Ongoing monitoring of risk is good practice and the sharing of the review accords with good governance.

ATTACHMENT: **Strategic and Operational Risk register extracts**
FILE REFERENCE:
SOURCE DOCUMENT: Risk Management Strategy

RESIDUAL SCORE >=8			Master Risk Register 2011									APPENDIX 1			
Ref	Department Risk Owner	Brief Description of Risk	Corporate Aim	Scrutiny	Assessment of Risk with Current Controls in place			Assessment of Risk Control Measures that could be introduced			Date for completion of Action	Actual Completion Date	Status A=Amend N=New D=Delete	Category	Comments / Controls
					Impact	Likelihood	Risk Score	Impact	Likelihood	Risk Score					
CSS 06	Community & Street Services	Lack of external funding - CSP & Neigh Mngt	Community Safety	Safe & Inclusive	5	3	15	5	2	10	Apr-08			Strategic Risk - being addressed at Corporate level, but needs monitoring at dept level as well	
Regen 18	Head of Regeneration	Meden Valley Making Places 1. Strategic Direction Non achievement of objectives	Regeneration	Sustainable Communities	4	2	8	4	2	8	Apr-11		A	PS	Partnership - as at 26/10/2010 possible extension to a longstop date of 31/12/2011. May be wound up in March 2011 dependent upon a decision at the Lands Tribunal. NB this partnership is predominantly Regeneration but also addresses Environment, Community Safety and Social Inclusion. Update 31/01/11- extension by home and improvement agency now approved until Dec 2011. Lands tribunal on Rye properties settled at no extra cost.
Regen 19	Head of Regeneration	Meden Valley Making Places 2. Performance Failure to deliver renewal programme	Regeneration	Sustainable Communities	4	2	8	4	2	8	Apr-11		A	PS	Partnership - as at 26/10/2010, above issue currently means that we cannot deliver the whole programme at New Houghton. Mitigation is that the partnership's professional advice is that we have a very strong case and it is highly unlikely that costs will be increased beyond the contingency sum in place. Also, the vast majority of BDC's work with MVMP has already been completed. Risk being managed by partners and if successful monies will be available to complete our programme. Renewal programme on hold at New Houghton - pending outcome of Lands tribunal - no further action yet
Regen 23	Head of Regeneration	North Derbyshire Home Improvement Agency (Bolsover DC, Chesterfield BC, North East DC) 1. Strategic Direction. Non achievement of objectives	Regeneration	Sustainable Communities	4	2	8	4	2	8	ongoing		A	PS	Partnership. As at 26/10/2010 Foundations, which is the co-ordinating body for HIAs, is being commissioned to look at how the HIA can be developed. NB this partnership is predominantly Regeneration but also addresses Community Safety and Social Inclusion. January 31st 2011, HIA review underway which should help to inform strategic direction.
Regen 24	Head of Regeneration	North Derbyshire Home Improvement Agency (Bolsover DC, Chesterfield BC, North East DC) 2. Performance. Failure to deliver agreed services	Regeneration	Sustainable Communities	4	2	8	4	2	8	ongoing		A	PS	Partnership. As above
Regen 26	Head of Regeneration	North Derbyshire Home Improvement Agency (Bolsover DC, Chesterfield BC, North East DC) 4. Financial Insufficient capital funding to meet the council's contribution to the agency resulting in failure to meet agreed objectives/outcomes within service level agreement. Supporting People reduce financial support resulting in further financial input by the Council	Regeneration	Sustainable Communities	4	3	12	4	3	12	ongoing		A	PS	Partnership. As above
Regen 41	Head of Regeneration	Project - Disabled Facilities Grant - C020 4035 2. Demand. High level of demand cannot be dealt with through lack of staffing/financial resources. Failure to meet customer expectations.	Social Inclusion	Safe & Inclusive	4	3	12	4	3	12	ongoing		A	PR	31/01/01Level of demand is within current budgets until year end, trying to project forward - keep under review
Regen 42	Head of Regeneration	Project - Disabled Facilities Grant - C020 4035 3. Financial implications. Inadequate budgetary provision and failure to deal with mandatory applications for grant. Ombudsman involvement. Impact on other private sector housing capital projects.	Social Inclusion	Safe & Inclusive	4	3	12	4	3	12	ongoing		A	PR	As above

RESIDUAL SCORE >=8			Master Risk Register 2011										APPENDIX 1		
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					Impact	Likelihood	Risk Score	Impact	Likelihood	Risk Score					
Regen 44	Head of Regeneration	Project -Private Sector Housing Grants Codes C187/C033 2. Demand. High level of demand cannot be dealt with through lack of staffing/financial resources. Failure to meet customer expectations.	Regeneration	Sustainable Communities	2	4	8	2	4	8	ongoing		A	PR	As above
Regen 45	Head of Regeneration	Project -Private Sector Housing Grants Codes C187/C033 3. Financial Implications. Inadequate budgetary provision to meet demand. Ombudsman involvement. Provides HIA support. Funds Capital salaries.	Regeneration	Sustainable Communities	3	4	12	3	4	12	ongoing			PR	As above
Regen 50	Head of Regeneration	Financial: 4. Insufficient funding. Actual costs exceed estimated costs. Poor financial control. Inability to access contingency funds. Failure to recover match funding contributions. VAT implications. External funding ceases. Claw back due to failure of project. Non-compliance with GOL conditions.	Regeneration	Sustainable Communities	4	3	12	4	2	8	ongoing			PR	As above
Regen 51	Head of Regeneration	Legal/Insurance: 5 Projects statutory duties. Legal claims. Inadequate insurance cover of risks. Liability of individual not clarified. Sharing of information between project partners breaches confidentiality/data protection legislation.	Regeneration	Sustainable Communities	4	2	8	4	2	8	ongoing			PR	As above
Regen 53	Head of Regeneration	Capital Projects (Property): 7 Responsibility for maintenance, insurance, services etc. Statutory requirements (disabled access etc). Claims for occupiers' liabilities, Health & Safety, & Public Liability	Regeneration	Sustainable Communities	4	2	8	4	2	8	ongoing			PR	As above
Hous 001/06	Head of Housing	Reliance of microfiche system	Social Inclusion	Safe & Inclusive	3	4	12	3	4	12	Dec-09				Budget bid unsuccessful - risk remains unacceptable (with system would be likelihood of 2) Link to SR17. Sep 08 -Bid successful implementation commenced (when in place risk will reduce). DIP software being developed.
Hous 002/06	Head of Housing	Loss of Supporting People Contract	Social Inclusion	Safe & Inclusive	4	4	16	4	2	8	Sep-09				Activities with housing SDP for 2007/8 to obtain accreditation for service. For 2007/8 SP team only offering 1 year contract. Risk rescored Dec 08 - SP are looking to review of all services together with move to individual contracts. BDC must ensure service meets new guidance, and obtains external accreditation for quality. Expected update December 2011.
Hous 006/06	Head of Housing	Attack on Street Cash Collector	Social Inclusion	Safe & Inclusive	4	3	12	4	3	12	Mar-06			HS	Political decision not to progress the action at the present time.
Leg/2005/11	Solicitor to the Council	Legal / Licensing - Number of employee and member conduct related hearings increases beyond current levels.	Strategic Org Dev	Improvement	4	3	12	4	3	12					Cannot put in place any controls to lessen either impact or likelihood

RESIDUAL SCORE >=8														Master Risk Register 2011														APPENDIX 1													
Ref	Department Risk Owner	Brief Description of Risk	Corporate Aim	Scrutiny	Assessment of Risk with Current Controls in place			Assessment of Risk Control Measures that could be introduced			Date for completion of Action	Actual Completion Date	Status A=Amend N=New D=Delete	Category	Comments / Controls																										
					Impact	Likelihood	Risk Score	Impact	Likelihood	Risk Score																															
Regen 6	Head of Regeneration	Engineers - Accident or injury from dangerous structures	Environment	Sustainable Communities	4	2	8	4	2	8	Ongoing		A	HS	Being review as part of emergency planning process. Review 30th November 2006. Feb 2007 raised as part of business continuity- awaiting corporate decision. June 2007 No further action as yet. Up date 4th Dec 2007 - further fire risk assessment work on going. Tim Walker working on evacuation plan. Insurers assessors visited and advised Vale house probably presents a problem as it could block the road. Talking to Conservation about possible demolition. Update May 2008 - work arranged on site at Pleasley Vale Mill. Partial demolition to be completed over next month. Work completed at PV Mills - just generally to keep this risk under review. Sept 2009 update back up now provided by BCN. 1 dangerous structure report revived and responded to since Christmas 2009 to the beginning of march 2010. Oct update - back up service now formerly provided through BCN. Reduced risk to be reported next quarter.																										
Regen 7	Head of Regeneration	Property Management - Injury at Pleasley Vale Mills	Regeneration	Sustainable Communities	4	3	12	4	3	12	Ongoing		A	HS	Recent approval for extensive repairs and addition of new lift to Mill 1, and car park to Mill 1. Fire risk assessments undertaken and asset management capital and revenue bids submitted. Feb 2007 large amount of capital work underway, fire officer has visited Mill 1 and offered recommendations June 2007 as above - also flood damage being examined and further work may be required. May 2008 update -extensive survey undertaken of culvert of Mills, high cost over £100,000 to rectify silt build up. Will be considered as part of future proposals for Mills - will keep under review. June 2009 update - recent review of external area undertaken by LSO, and risk assessed, being attended to by LS staff and consultancy services. Sept 2009 procedures to be looked at now and updated. Oct 2010 update draining of pond being looked at and remedial work to broken surface of car park - audit of parking areas to be undertaken.																										
Regen 8	Head of Regeneration	Property Management - Commercial management at Pleasley Mills	Regeneration	Sustainable Communities	4	3	12	4	3	12	Ongoing			PS	Self managed from 1st April 2011. Risks to be determined and reviewed once service is operational.																										
Regen 13	Head of Regeneration	Asbestos Management - Managing asbestos within council buildings and on council property. Controlling exposure of employees and others to asbestos.	Regeneration	Sustainable Communities	4	2	8	4	2	8	Quarterly review by AMG		A	HS	Introduction of new polices procedures and working methods. New system for identifying, assessing & managing asbestos materials that the council has responsibility for. To be monitored by Asset Management Group. June 2009 update - training of key staff recently taken place, new surveys being undertaken, roles being defined. Sept 2009 update discussions on roles taking place with Head of Housing. All surveys of commercial buildings done, sample surveys of housing being progressed. Register system being changed. Progress report sent to SMT in Feb 2010. Oct 2010 new systems in place appears to be running well. Monitoring taking place and risk to be reviewed in 2011/12.																										

Ref	Department Risk Owner	Brief Description of Risk	Corporate Aim	Scrutiny	Assessment of Risk with Current Controls in place			Assessment of Risk Control Measures that could be introduced			Date for completion of Action	Actual Completion Date	Status A=Amend N=New D=Delete	Category	Comments / Controls
					Impact	Likelihood	Risk Score	Impact	Likelihood	Risk Score					
LEI024	Head of Leisure	Partnership working - includes the following partnerships: Bolsover Countryside Partnership Bolsover District Cultural Forum Bolsover District Play Partnership Bolsover District school sports partnership Bolsover District Sports Partnership BSF extended services Creative Partnerships Derbyshire sport Partnership Frederick Gent Partnership Greenhouse partnership Greenspace forum SHBK MEM sports ground committee Wellness Partnership Community Sports Action Groups Derbyshire Leisure Officers Group Local Football Partnership North Derbyshire Disability Sports Partnership.	Social Inclusion	Safe & Inclusive	4	2	8	4	2	8	Quarterly review		A	PS	Partnership Agreement / Service level agreements / Concordats which should include as a minimum: • The name of the partnership & the individual partners. • Indicate legal status of the partnership • Indicate geographical area covered by the partnership • The long-term vision for the partnership and also its objectives. • Performance indicators • Longevity of the partnership • Compliance with key legislation • The protocols for sharing information • The roles, duties and responsibilities of partners • The resources required and describe how they will be provided (and by whom) • The ownership of assets • The decision-making process • The secretariat role • How the partnership will monitor and evaluate activities • The organisational structure • A Time-line setting out key milestones • The management structure • The Accountable Body • Partnership capital • Income and expenditure • Grants and funding • Banking and financial arrangements • Accounting arrangements • Insurance policy information • Results of the partnership risk assessment • Circumstances necessary to expel a partners • Dispute resolution and complaints procedures (between partners) • Procedures for breach of protocol • Termination provisions
SR1	SMT	Capacity issues Insufficient human resources to deliver council services	All	All	4	2	8	4	2	8	Quarterly review				Government cuts will be most significant impact in the coming years.
SR2	SMT	CAA, LAA, SNR Loss of funding / trading / other powers / Increased inspection regime	All	All	4	2	8	4	2	8	Annual Review				To be deleted.
SR4	SMT	Single Status Process may require resources the Council cannot afford	All	All	4	4	16	4	3	12	Quarterly review				To be deleted.
SR5	SMT	Budget / efficiency pressures Inadequate financial resources to deliver the Council's vision and inability to make efficiencies	All	All	5	3	15	5	3	15	Quarterly review				The Council faces uncertainty due to equal pay claims and future government funding. The savings strategy seeks to address this and is updated monthly with reports to members and SMT.
SR7	SMT	Inadequate Risk and Business Continuity Management Full or partial loss of services / Disruption of essential services	All	All	4	2	8	4	2	8	Quarterly review				New arrangements with DCC. Score to be reviewed in 2011 in light of this.
SR8	SMT	Asset management Long term running costs for assets not budgeted for	All	All	4	2	8	4	2	8	Quarterly review				Asset Management plan and policy reported to Executive in 2010/11.
SR9	SMT	Workforce related issues Major industrial action to sickness epidemic	All	All	4	3	12	4	3	12	Quarterly review				Issues currently faced relate to national industrial action. At local level unions engaged in issues fully. Pandemic risk not changed.
SR16	SMT	Fraud and Corruption Actual and perceived	All	All	4	2	8	4	2	8	Quarterly review				No change to scores but noted that good reports and no specific issues identified by Audit Commission or Internal Audit. Recent results positive - Chartermark award. Under performing areas, e.g. rent collection being monitored

Ref	Department Risk Owner	Brief Description of Risk	Corporate Aim	Assessment of Risk with Current Controls in place			Assessment of Risk Control Measures that could be introduced			Date for completion of Action	Actual Completion Date	Status A=Amend N=New D=Delete	Category	Comments / Controls
				Scrutiny	Impact	Likelihood	Risk Score	Impact	Likelihood					
SR 28	SMT	Contractor Failure In view of the current economic crisis, monitoring arrangements have been established for regular review of the credit worthiness and ability of Contractors undertaking work for the Council to complete their obligations	All	All	3	3	9	3	3	9	Quarterly review			Monitoring is currently being undertaken by the Procurement Section
Total number of risks 31														

Committee:	Executive	Agenda Item No.:	13.
Date:	4 th April 2011	Status	Open
Category	3. Part of the Budget and Policy Framework		
Subject:	Equality Impact Assessment of changes to voluntary sector grants		
Report by:	Director of Resources		
Other Officers Involved	Equality Improvement Officer		
Director	Director of Resources		
Relevant Portfolio Holder	Councillor E. Watts, Leader of the Council		

RELEVANT CORPORATE AIMS

SOCIAL INCLUSION – Promoting fairness, equality and lifelong learning. The Council is transparent in its assessment of the impact of reductions in the grants to the voluntary sector.

TARGETS

No impact directly on any targets.

VALUE FOR MONEY

The assessment provides a rigor to the approach adopted by the Council, thus reducing the potential grounds for any subsequent issues to be raised.

1. As part of the 2011/12 budget reports for the General Fund and the Housing Revenue Accounts members were advised that the budgets were based on a proposed reduction in funding to the voluntary sector.
2. The proposals were approved by Council in March and as a result of this an Equality Impact Assessment (EIA) has been undertaken.
3. This EIA is attached to the report.
4. The EIA details the consultation process that has been and will be followed as a result of its consideration and approval by the Executive.

IMPLICATIONS

Financial: Reductions in grants are required to support the Council's budget and reflect similar reductions in grant for the Council.
Legal: The EIA is recognised process for changes such as this.
Human Resources: None.

RECOMMENDATION

That the proposed reductions in grants be confirmed based on the completion of the EIA.

REASON FOR DECISION TO BE GIVEN IN ACCORDANCE WITH THE CONSTITUTION

This is the approach reported to be undertaken in the budget reports.

ATTACHMENTS: **N**
FILE REFERENCE: Director of Resources
SOURCE DOCUMENT:

EQUALITY IMPACT ASSESSMENT OF PROPOSED VOLUNTARY SECTOR FUNDING CHANGES IN 2011/12

1. This assessment has taken into account the following documents:
 - Demographic Profiling Information
 - Single Equality Scheme 2011-15
 - Look beyond the label evaluation report
 - Guidance for conducting equality impacts, needs and requirements assessments and setting equality objectives and targets

2. The key aspects for this assessment relative to the above documents are:
 - District population of 71,766 in 2001 is estimated to have risen to 74,200 in 2009 (Office for National Statistics, 2009).
 - 25.81% of the total population have a long term limiting illness or disability, compared to 17.93% for England and Wales. Of the working age population (age 16 - 65), 22% are disabled. There are 8,860 households with different types of special need, including households with disabled people and elderly frail people, which is 27.7% of all households in the district (State of The District, 2008).
 - In Bolsover District, 3% (2484) of people provided 50 hours or more of unpaid care per week; 2% (1193) provided 29-49 hours of care per week and 8% (5410) provided 1-19 hours of care per week. Regionally, 2% of people provided 50 hours or more of unpaid care per week; 1% provided 29-49 hours of care per week and 7% provided 1-19 hours of care per week (Census 2001). In February 2005, more than twice as many women (69%) in the district received Carers Allowance than men (31%) (Department for Work & Pensions).
 - Almost 1 in 5 of the UK's total population are of state pension age, equating to 9440 for the district. At August 2009, there were 4090 Pension Credit claimants in the district, 67% of whom were female (Department for Work & Pensions, August 2009).
 - In 2001, 0.88% of the population of Bolsover District Council belonged to a black or ethnic minority community compared to the national average of 9.08% (Census 2001). According to estimates for 2007, the ethnic minority population in the district may have risen to 2% of the total estimated population of 74200 (Office for National Statistics, 2007).
 - 174 prosecutions for racially and religiously motivated hate crime 2008-09
 - Stonewall estimates that between 5-7% of the population are lesbian, gay or bisexual. This equates to an estimated 2800-4000 adults in Bolsover district (Demographic Profiling Information, 2010).

3. The budget for 2011/12 (General Fund and Housing Revenue Account) proposed the following funding:

Organisation	Planned grants £	Proposed grants £	Change £
Bolsover Countryside Partnership	10,000	7,700	-2,300
Citizen's Advice Bureau	55,000	42,200	-12,800
Community Voluntary Partners	30,000	23,000	-7,000
Councillor awards	7,400	0	-7,400
Derbyshire Economic Partnership	14,500	11,200	-3,300
Derbyshire Sport	11,420	8,800	-2,620
Derbyshire Unemployed Workers Centres	25,830	19,900	-5,930
Groundwork Creswell	18,000	13,900	-4,100
Junction Arts	20,900	16,000	-4,900
Lunch Club Grants	2,000	2,000	0
Rural Action Derbyshire	2,950	2,265	-685
Trade Union Safety Team	4,750	3,650	-1,100

4. In considering these changes the Council has engaged with the community and voluntary sector to assess the engagement with the Council, current work theme that benefit the community and the organisations' assessment of the impact of reductions in funding.
5. The groups considered as potentially impacted upon as part of this EIA are:
- Disabled people
 - Older people
 - Ethnic minority people (particularly migrant workers)
 - Young people (especially NEETs)
 - Men and women
6. Groups addressing the following were considered but not seen to be subjected to a higher level of impact are:
- Sexual orientation
 - Gender identity
 - Religion or belief
 - Marriage and civil partnership

None of the projects target the above client groups; numbers within the population are low for sexual orientation and transgender and without service user monitoring data it is difficult to establish need. No issues have been raised by the county LGBT Forum.

7. There are potential adverse health impacts, which relate to partnership efforts to tackle health inequalities.
8. Some groups such as disabled or older people, and people with caring responsibilities are more likely to be economically inactive and socially excluded, so there is an impact arising from reduced funding for projects which meet their needs. Changes to the benefit system are driving an increase in advice needs, particularly from disabled people, which should diminish as the Universal Benefit is implemented.
9. The district has a migrant community and a Gypsy Traveller community. The migrant worker community has developed links with some of the funded projects and there have been job losses within this group resulting in increased inquiries. There are no known issues relating to the Gypsy Traveller community based on feedback from community forums.
10. Younger people not in education, training or employment (NEETs) can be at risk of social exclusion and disadvantage with resulting adverse socio-economic and health impacts through the lifecycle. 41.35% of the district's population have no qualifications, compared to 31.64% of the population in the East Midlands. Risk of disengagement if activities which raise aspirations and provide wider opportunities for young people are scaled back.
11. Gender impacts are complex. Women in the district live longer than men, but are more likely to have caring responsibilities or be economically inactive. Disability is also associated with older age. Women and men experiencing domestic violence have access to county-wide specialist advice and support services.

Advice Services

12. There is a known adverse impact for advice services based on the County Council decision to redirect funding to services in the south of the county area.
13. There is an increased take up, primarily due to changes in the benefits system and economic changes in the job market.
14. This change needs to be evidenced with our voluntary sector partners in order to assess which groups are most affected by these changes at the local level.
15. The Council has an objective for Social Inclusion - promoting fairness, equality and life long learning. The change to the funding seeks to maintain positive links with the partner organisations to allow for the achievement of existing projects. The Corporate Plan to be consulted upon for 2011/12 onwards will provide future direction relative to this work.

16. For the last 3 years the Council has been in receipt of Working Neighbourhood Funding. This funding has now ceased but projects will continue in 2011/12 based on funding carried over between financial years. Whilst this is reduced funding it is not the complete withdrawal; as such allows the organisations to manage this change.
17. Going forward we need increase monitoring of the take up of the services offered by these voluntary sector organisations to take into account the Council's equality responsibilities (public sector duties).

Adverse impact - mitigation

18. Mitigation is achieved in part by maintaining existing funding to allow organisations to manage any transitional arrangements to reduce costs or seek other funding streams.
19. The Council will have to assess future outputs against the lower levels of funding.
20. As part of the Government's Austerity Programme all public bodies are required to seek out ways of doing more with less. This approach encourages this by maintaining partnership working to develop clearer shared objectives to align with the new corporate plan.
21. The Council is currently assessing priorities for the use of any under spend on WNF. One of the successful WNF projects has been the apprentice scheme that if it were to continue would go some way to minimise the impact on NEETs.
22. The Council will continue to provide a range of services including benefit advice, external funding, Family Employment Initiative, Domestic Violence Advisors, Home Improvements Agency (energy saving etc), grants for disabled facilities, discretionary rates for Council Leisure Services, etc.
23. Access points are being maintained at the Contact Centres and the internet site has been redesigned to enable greater use.
24. Contracts placed by the council do where appropriate take into account organisations which work with disadvantaged young people to create employment opportunities. Examples being Groundwork Creswell, Shaw Trust etc.
25. The work with Derbyshire County Council will continue. This will provide to the relevant sectors of the community concessionary travel, lunch clubs, community safety, etc.
26. Health improvement activities will still be done in partnership with PCT and successor organisations.

Consultation

27. The national Compact 2010 and the Derbyshire Compact set out a framework which underpins the relationship between the public and voluntary and community sectors. Principles include consultation with the third sector on policy issues which are likely to affect it.
28. This equality impact assessment will be circulated to internal and external interest groups for feedback.
29. The Chief Executive has undertaken briefing events with the voluntary sector about the budget implications giving opportunity for issues to be raised.
30. Compact principles are embedded in the LSPs Sustainable Communities Strategy.
31. In line with the National Code of Good Practice on Funding and Procurement, the Shared Procurement Unit has carried out briefing sessions with voluntary and community sector organisations on tendering with the public sector.
32. The assessment has been undertaken in consultation with the Council's Equality Improvement Officer.

John Brooks
Director of Resources

March 2011

EXECUTIVE AGENDA

Monday 4th April 2011 at 1000 hours

Item No.		Page No.(s)
	PART 1 – OPEN ITEMS	
1.	To receive apologies for absence, if any.	
2.	To note any urgent items of business which the Chairman has consented to being considered under the provisions of Section 100(B) 4 (b) of the Local Government Act 1972.	
3.	Members should declare the existence and nature of any personal and prejudicial interests in respect of: a) any business on the agenda b) any urgent additional items to be considered c) any matters arising out of those items and if appropriate, withdraw from the meeting at the relevant time.	
4.	To approve the Minutes of a meeting of the Executive held on 7 th March 2011.	3 to 14
5.	Recommended Item from Sustainable Communities Scrutiny Committee 3 rd March 2011 – Patch Management Policies – Revised Nuisance Vehicles Policy. Recommendation on page 15	15 to 17 Policy document previously circulated
6.	Implementation of the Anti-Social Behaviour Improvement Plan – Safe and Inclusive Scrutiny Committee Review.	Refer to minute no. 881
7.	Report on the Quality of the Cleanliness of the Environment Sustainable Scrutiny Committee Review Recommendation on page 19	18 to 38
8.	Reduction and Prevention of Rent Arrears Improvement Scrutiny Committee Review Recommendation on page 40	39 to 53
9.	Rent Arrears Quarterly Report	To follow

10.	Family Employment Initiative – Transition Funding and Suspension of Contract Standing Orders Recommendations on pages 56 and 57	54 to 57
11.	Working Neighbourhoods Fund Monitoring Report – Quarter 3 Recommendations on page 60 Quarter 3 Update - separately bound document.	58 to 60
12.	Risk Register Review Recommendation on page 64	61 to 69
13.	Equality Impact Assessment of changes to Voluntary Sector Grants Recommendation on page 71	70 to 76
14.	IT Budget Bids	To follow
15.	Sheffield City Region Local Enterprise Partnership (LEP) Membership 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>	To follow
16.	Shirebrook Masterplan Town Centre Development	To follow
17.	Tender – Replacement Kitchens Recommendation on page 77	77

***Denotes Key Decision on Forward Plan**

Committee:	Executive	Agenda Item No.:	15.
Date:	4 th April 2011	Category	
Subject:	Sheffield City Region Local Enterprise Partnership (LEP) Membership	Status	Open
Report by:	Economic Development & Investment Manager		
Other Officers Involved			
Director	Director of Development		
Relevant Portfolio Holder	Councillor A. Tomlinson, Portfolio Holder for Regeneration		

RELEVANT CORPORATE AIMS

REGENERATION – Developing healthy, prosperous and sustainable communities by providing sustainable business growth and employment opportunities

SOCIAL INCLUSION – Promoting fairness, equality and lifelong learning by providing the opportunity for inclusion of all individuals in employment and training opportunities

TARGETS

Rd2 - Create 50 jobs through locally funded business support by March 2011

VALUE FOR MONEY

Simplifying access to the funds for bidders e.g. combined European Regional Development Fund (ERDF), Regional Growth Fund (RGF) applications covering some/all SCR administrative areas.

THE REPORT

Local Enterprise Partnership (LEP)

1. The Sheffield City Region LEP was included as one of the 'first round' announced in the White Paper 'Local growth: realising every place's potential' on 28th October 2010
2. James Newman has been appointed as the Chair of Sheffield City Region LEP Board. As the former Master Cutler he was instrumental in bringing together business leaders to prepare the LEP proposal. James has appointed 7 private sector board members to the LEP, to direct priorities and develop the Action Plans alongside the 7 public sector members (Appendix A).

The Vision

3. Our vision for the SCR is to make a greater contribution to the UK economy by having a local economy less dependent on the public sector, providing conditions for businesses to grow and by giving the nation its prime centre for advanced manufacturing and materials and low carbon industries. We will offer people a great place in which to live, work, invest, and visit.
4. The primary purpose of the SCR LEP is to rebalance the economy and stimulate private sector job growth by focussing on the following objectives to:
 - Support existing businesses to increase their competitiveness, productivity, exports and innovation
 - Make the SCR the area of choice for private sector investment and re-investment by promoting enterprise and harnessing economic opportunity
 - Create the workforce of tomorrow by developing an employer-led approach to delivering the skills the economy needs, with a focus on our key sectors.
5. The priorities for collective action endorsed the Board, focus on opportunities for joint working on economic growth, job creation and sector development, are:
 - **Establishing a National Growth Hub for Advanced Manufacturing and Materials** at the Advanced Manufacturing Park (AMP) at Waverley to drive growth in key sectors in the city region and rest of the UK.
 - **Delivering a new, employer-led approach to improving workforce skills focussing on key sectors.** The objective here is to bring together employers, schools, colleges, academies and universities to simplify the training offer. An early initiative will be to roll out the Advanced Engineering and Manufacturing apprenticeship scheme across the whole of the city region.
 - **Improving support for strategically important companies and potential inward investors.** Provide a City Region wide advice service to significant potential inward investors. First steps to be to set up a single enquiry point (for referral from UKTI), a database of market-ready sites, and of support services (including referral to private sector professional services firms).
 - **Setting up a new, simplified, private sector led business support service** which focuses on improving innovation in high growth businesses and priority sectors.
 - **Securing new forms of finance for businesses and infrastructure projects.** Create a range of new financial instruments and a sustainable investment fund, including establishing a JESSICA programme from ERDF, and Accelerated

Development Zones to allow prudential borrowing secured against future uplifts in business rates.

- **Developing a Digital Hub** to get the best out of existing assets, such as South Yorkshire Digital Region, for the whole city region by establishing a collaboration centre to foster innovation, a “boot camp” to help grow businesses, and a data storage centre.

LEP Board Responsibilities.

6. The LEP Board will establish a framework of groups/sub-boards, to lead the priority actions and outcomes.
7. A wide range of organisations and partnership groups will operate within the framework, under the leadership provided by the LEP which will meet monthly. Already established are ‘Transport’ including the South Yorkshire Integrated Transport Authority and the local transport authorities (Derbyshire and Nottinghamshire), and ‘Regeneration and Housing Joint Board’ with the Homes and Communities Agency to oversee strategic investment and strategic property assets.
8. The LEP Board will engage quickly with other LEP Boards, including the Nottingham/shire and Derby/shire LEP to identify areas for collaboration (as well as potential overlap) so that activity can be better coordinated to achieve optimum results.

ISSUES/OPTIONS FOR CONSIDERATION

9. Membership of SCR will enable a collaborative approach with SCR LEP partners and is deemed to offer very significant benefit to Bolsover District Council including:
 - Geographic alignment to the Housing and Regeneration Board, with the Homes Communities Agency.
 - To promote a strategic approach to cross-boundary project activity, maximising flexibility in operation of the potential funds and outcomes in relation to job growth.
 - Simplifying access to the funds for bidders e.g. combined European Regional Development Fund (ERDF), Regional Growth Fund (RGF) applications covering some/all SCR administrative areas.
 - Sharing administrative and managerial tasks associated with the funds, thereby increasing efficiency and effectiveness.
10. The key to this work is to maximise resources already available within the SCR. Although public sector funds are reducing, there is still significant investment being made by local authorities and other partners across the economic agenda and we need to ensure that this is being maximised against the priorities set out above.

IMPLICATIONS

Financial: The SCR LEP shall develop a new range of financial instruments such as JESSICA, Assisted Development Zones and tax increment financing (TIF), linked to future business growth. Regional Growth Fund bids have also been submitted for specific interventions.

A resource scoping study has been commissioned to maximise resources already available within the SCR. Although public sector funds are reducing, there is still significant investment (physical and financial) made by local authorities and other partners across the economic agenda. The study is intended to ensure that this is being maximised against the priorities set out above.

Legal: None

Human Resources: Officer time including the Chief Executive, Director of Development, Economic Development & Investment Manager, focused on delivering specific and targeted priorities for Bolsover.

RECOMMENDATIONS:

- 1. To note the governance arrangements for the SCR including the SCR Board membership and Terms of Reference (Appendix A and B).**
- 2. That delegated power be given to the Leader to give Bolsover District Council's approval to the LEP Action Plans for the SCR for the period 2011-15, as appropriate.**
- 3. That the Standards Committee be recommended to include the delegation in the Members' Delegation Scheme in the Council's Constitution.**
- 4. That the Council agrees to full membership of the SCR LEP under the Terms of Reference (Appendix B), and delivery of the priorities set out in the Action Plans.**

REASON FOR DECISION TO BE GIVEN IN ACCORDANCE WITH THE CONSTITUTION

To enable business investment to support growth in the local economy and encourage an entrepreneurial culture to maximise sustainable employment opportunities.

ATTACHMENTS:

Appendix A - **SCR LEP BOARD**

Appendix B - **SCR LEP BOARD TERMS OF REFERENCE**

FILE REFERENCE:

SOURCE DOCUMENT:

Appendix A. SCR LEP BOARD



Private Sector:

James Newman	Chairman	Chairman, Finance Yorkshire
Philip Bartey	Group Chief Executive	The Adsetts Partnership Ltd
Nigel Brewster	Managing Director	Sewell Moorhouse Recruitment Group, President, Doncaster Chamber of Commerce
Simon Carr	Managing Director	Henry Boot Construction
David Grey MBE	Group Managing Director	OSL Group Holdings
Chris Scholey	Ex Managing Director	Manufacturing Sector and Chairman of Doncaster and Bassetlaw NHS Foundation Trust
Lee Strafford	Co-founder and CEO	PlusNet PLC, Co-founder of Project Sheffield
Prof Philip Jones	Vice Chancellor	Sheffield Hallam University

Public Sector:

Cllr Stephen Houghton	Leader	Barnsley MBC
Cllr Mike Quigley	Leader	Bassetlaw DC
Cllr Ray Russell	Leader	Chesterfield BC
Cllr Eion Watts	Leader	Bolsover DC
Mayor Peter Davies	Mayor	Doncaster MBC
Cllr Graham Baxter	Leader	North East Derbyshire DC
Cllr Roger Stone	Leader	Rotherham MBC
Cllr Paul Scriven	Leader	Sheffield CC

**LOCAL ENTERPRISE PARTNERSHIP BOARD
LEP BOARD TERMS OF REFERENCE**

Terms of Reference

Vision

1. Our vision is for the Sheffield City Region to make a greater contribution to the UK economy by having a local economy less dependent on the public sector, providing conditions for businesses to grow and by giving the nation its prime centre for advanced manufacturing and materials and low carbon industries. We will offer people a great place in which to live, work, invest, and visit.

Objectives

2. The primary purpose of the SCR LEP is to rebalance the economy and stimulate private sector job growth by focussing on the following objectives to:
 - a) Support existing businesses to increase their competitiveness, productivity, exports and innovation
 - b) Make the SCR the area of choice for private sector investment and re-investment by promoting enterprise and harnessing economic opportunity
 - c) Create the workforce of tomorrow by developing an employer-led approach to delivering the skills the economy needs, with a focus on our key sectors.

Full Membership

3. The LEP Board will comprise:
 - a private sector Chair;
 - 6 private sector members;
 - a University Vice Chancellor.
 - the Leaders and Mayor of seven local authorities (Barnsley, Bassetlaw, Bolsover, Chesterfield, NE Derbyshire, Rotherham, Sheffield and Doncaster);

Associate Membership

4. Associate members comprise the local authorities of:
 - Derbyshire Dales DC
 - and the Peak District National Park Authority

The associate members have a right of representation on the LEP Leaders Group and on the LEP Chief Executives Group.

Modus operandi

5. The LEP Board will meet once a month.
6. The Chair of the Sheffield City Region Chief Executives' Group will attend each meeting as an observer, along with a Chief Executive representative of the full members from North Derbyshire/North Nottinghamshire Districts.
7. A wide range of organisations and partnership groups will operate within the framework and under the leadership provided by the LEP. For transport, this will include the South Yorkshire Integrated Transport Authority, and the local transport authorities covering relevant parts of Derbyshire and Nottinghamshire. For regeneration and housing, this will include a new SCR Joint Board with the Homes and Communities Agency overseeing strategic investment and strategic property assets.
8. Other groups and potentially, sub boards, will be considered and established by the LEP Board as the priority actions and outcomes work is initiated.
9. The LEP Board will engage quickly with other LEP Boards as these are set up to identify areas for collaboration (as well as potential overlap) so that activity can be better coordinated to achieve optimum results.

Initial Operational approach 2011-2012

10. **Annex A** attached also sets out six suggested priority actions and outcomes, excluding any infrastructure projects dependent on external funding at this stage. If agreed, these actions could then be allocated to a combination of private sector and appropriate public sector champions from the LEP.
11. In identifying how best to deliver on these proposed priorities, three approaches could be adopted, as described in our LEP submission in the summer:
 - a) the mobilisation of an existing private or public sector organisation to deliver;
 - b) the rationalisation and use of existing bodies and structures where there is a need for them to be more efficient and effective; or
 - c) the setting up of new delivery mechanisms if they do not exist, but only if absolutely necessary.

Committee:	Executive	Agenda Item No.:	14.
Date:	4 th April 2011	Status	Open
Category	3. Part of the Budget and Policy Framework		
Subject:	ICT Budget Bids		
Report by:	Director of Resources		
Other Officers Involved	ICT Strategy Group		
Director	Director of Resources		
Relevant Portfolio Holder	Councillor A. Hodkin, Portfolio Holder for Resources		

RELEVANT CORPORATE AIMS

STRATEGIC ORGANISATIONAL DEVELOPMENT – to continually improve the efficiency and effectiveness of all Council Services by maximising the potential use of Council resources.

TARGETS

None.

VALUE FOR MONEY

The Budget Process challenges existing spending levels and new spending proposals to ensure that resources are effectively used and directed towards the delivery of the Corporate Aims.

1. This report summarises the recommendations arising from the ICT Strategy Group following a review of business cases submitted in support of budget bid applications.
2. The ICT Strategy Group met on 25th January to consider the ICT bids.
3. The results of that consideration are shown in the table below:

Description	Funding request	Alternative options	Benefits
Payment Card Industry (PCI) and	£40,617 one off	To stop offering customers the	<ul style="list-style-type: none"> • Increased security of

Description	Funding request	Alternative options	Benefits
<p>e-payments. Currently this system is hosted in house. To meet PCI requirements it should be hosted by the software supplier.</p>	<p>and extra £8,265 on top of existing costs of £14,155 making £22,420 recurring</p>	<p>functionality of being able to pay by debit card, whether online or at the Council offices</p>	<ul style="list-style-type: none"> • payments • Improved service for customers • Reduction in bank charges
<p>Additional Storage capacity. New systems such as mobile working, electoral registration, Intranet and the new security systems required for CoCo have meant that the storage area network (SAN) no longer has enough capacity to cover all applications.</p>	<p>£14,000 one off and £1,000 recurring</p>	<p>Do nothing, this would mean that key business applications cannot be migrated to the disaster recovery infrastructure</p>	<ul style="list-style-type: none"> ▪ Ensure that all applications are covered by the disaster recovery arrangements
<p>P.C. replacement. Currently 34 of the Council PCs are more than seven years old, 178 are more than six years old</p>	<p>£18,590 one off</p>	<p>Do nothing, this means that the oldest PCs will not be able to be upgraded to current versions of software</p>	<ul style="list-style-type: none"> ▪ Increased capacity ▪ Speed of access
<p>Members IT provision. The options linked to the joint ICT provision are being considered and will be reported during the 1st quarter of 2011/12</p>	<p>Not yet known. Balance of reserve to be retained for this.</p>	<p>Various IT options will be reported. A return to printed documents / postage etc would also have costs associated with it.</p>	<ul style="list-style-type: none"> ▪ Potential for consistency across the Councils.

4. Having considered the bids the ICT Group approved these items. This is the next stage in the process for these items to be reported to the Executive for approval.

IMPLICATIONS

Financial:

Business Case	Capital Cost – from Reserve	Ongoing Budget Implications
PCI and E-payments	£40,617	£8,265
Additional storage capacity	£14,000	£1,000
PC replacement	£18,590	
TOTAL	£73,207	£9,265

Funding available is £75,250 for 2011/12 and there remains a balance from 2010/11 of £5,940, totalling £81,190. Therefore there are sufficient funds in the ICT and Office Equipment reserve to cover the capital cost of £73,207. The balance on the Reserve will be considered for use against any requirements associated with Members IT provision that will be reported later in the year.

Legal: None
Human Resources: None

RECOMMENDATION

That the ICT capital bids detailed above be approved and financed from the ICT and Office Equipment Reserve.

REASON FOR DECISION TO BE GIVEN IN ACCORDANCE WITH THE CONSTITUTION

In order to allocate funds from the ICT reserve.

ATTACHMENTS: No
FILE REFERENCE: None
SOURCE DOCUMENT: Background papers held in ICT Services.

Committee:	Executive	Agenda Item No.:	9.
Date:	4 th April 2011	Category	
Subject:	Rent Arrears Quarterly Report	Status	Open
Report by:	Head of Housing		
Other Officers involved:	Housing Enforcement Manager, Housing Needs Manager, Housing Innovation Officer, Asset Management Officer, Planned and Responsive Repairs Manager, Voids and Welfare Manager.		
Director	Director of Neighbourhoods		
Relevant Portfolio Holder	Council K. Bowman, Portfolio Holder for Housing		

RELEVANT CORPORATE AIMS

CUSTOMER FOCUSED SERVICES – Providing excellent customer focused services.

REGENERATION – Developing healthy, prosperous and sustainable communities.

STRATEGIC ORGANISATIONAL DEVELOPMENT – Continually improving our organisation.

TARGETS

There are specific targets of which is reported within this report.

VALUE FOR MONEY

Not specifically from this report.

THE REPORT

This report is an update on the performance of the Housing Department for January to February 2011. This is a development from the previous reports which focussed just on rent arrears issues.

a. Current Rent Arrears

There has been a further fall in rent arrears between January and February. The percentage rate fell from 3.1% to 3.0% of debt. This represents a reduction of around £22k over the two month period.

January 2011 – February 2011

Rent arrears action undertaken

116 visits
104 interviews
53 arrangements made
71 notices seeking possession served
13 court appearances
1 adjournment made by court
7 suspended/postponed possession orders obtained in court
4 full possession orders obtained in court
2 money judgement orders – the tenant has cleared the arrears before court but we apply for the judge to allow us to charge the tenant the court costs.
8 warrants for eviction applied for – the tenant can appeal this
5 appeals to court by tenants in arrears
5 evictions carried out to the value of £14123.10

Examples of action taken on specific cases

Following the receipt of the court date the tenant paid £1600

Following the tenant receiving paperwork from court to confirm that there is a 28 Day possession order on the property tenant paid £1333.48

Tenant paid £310.18 to clear his arrears which have been in existence for several months, also thanked us for our help in obtaining information to enable him to obtain assistance around the home to make life easier for him.

Tenant paid £480.24 to bring rent account up to date, she had been to court and was on a court order but payments had lapsed, when she was advised of further action she did not wish to lose her home so paid the arrears in full.

Notice of seeking possession delivered January 2011 and then court warning letter, Tenants then paid £754.56 in full to clear the account as they did not want legal action to commence against their tenancy

Tenant cleared rent account by paying £1189.66 the week before case due in court.

Possession order gained in court but tenant paid £1043.36 to clear the account and the court costs as he did not want the warrant to be applied for nor did he want to lose his tenancy.

b. Former Tenants Arrears.

The Former Tenants Arrears Administrator successfully applied for the part-time permanent role of Housing Assistant. But is temporarily working additional hours to keep FTA ticking over until a decision is made on the future of the role.

FTAs from previous years have been reduced by over £70,000 this calendar year. Moreover, the role of the FTA administrator has been able to be more pro-active in recovering debt from tenancies that have recently ended – it is estimated that this has prevented an additional £40,000 being added to 2011 FTA balances. This is illustrated on the graph in the enclosed appendix.

There is, of course, a correlation between action to recover current debt and FTAs. When the Housing Department first took over the role of rent recovery there were a number of evictions of people with very high levels of debt, and other people who absconded rather than face action to recover their debt. This explains the high level of debt from 2008 and 2009. Cases from this time are now progressing through the process which attempt to trace and arrange payments.

c. Credit Union

The Tenancy Management Officers have recently held 4 days where they invited selected tenants in arrears to meet with an agency who can offer support with their debts.

During these days over 14 people were interviewed by the agency whilst tenancy management officers and the Credit Union were available to answer any other questions

d. Housing Needs.

The Housing Needs Team have now completed the review of the Housing Waiting list and the waiting list has dropped significantly from 5004 to 1462. All applicants received the initial letter enclosing the application form and a further reminder four weeks later. Letters to all current applicants advising them of their new points allocation will be issued at the beginning of April.

The implementation of the new points did take longer than planned. However, this has now been implemented and allocations have been made from the

system from the week of 14th March (i.e. sign ups from 21st March). However, there were still properties let during the time when the system was not available, albeit a reduced number. From the 1 January to 21 March 2011 45 properties were allocated. This compares to 71 properties for the same period in 2010.

The next stage for the introduction of Choice Based Lettings scheme is the creation of an interface between Capita Housing and Abris the software provider. The specification has now been received and this will be passed back to Capita at the end of March so they can begin working on this.

The interface is the functionality to enable both systems to talk to each other.

The Sub Regional scheme is due to go live in the middle of May. However because of the problems encountered with the review and shortlisting issues it is unlikely that we will be ready to go live at that time so we will join the scheme at a later date.

d. Mortgage Rescue Scheme

The Housing Needs Team have successfully applied for and gained four mortgage rescue applications. Two in the Clowne Contact Centre Area, one in the Shirebrook Contact Centre area and one in the Bolsover Contact Centre area.

e. Tarran Redevelopment

During December 15 people were rehoused from the Tarran bungalows. Work has now started on the site with all the bungalows being demolished.

Repairs Issues.

There has been deterioration in the performance of repairs completions over the months of January and February. This is largely attributable to the poor weather in December (i.e. this relates to jobs that could not be completed in time in December being completed late in January). The Council have written to tenants where there were delays to explain to situation.

This has also meant that the year to date performance is now behind target. For all repairs 94.7% of repairs were completed on time compared to a target of 96%.

However, there has been a focus in ensuring that emergency repairs continue to be treated as a priority. Over 99.5% of emergencies have been completed in time. Only 19 jobs out of over 4000 emergencies have been completed late.

The introduction of mobile working is also having an impact on the quality of the service. Customers are asked to determine if the repair was resolved on

the first visit – there has been an increase from around 90% to 95% of tenants who agree.

ISSUES FOR CONSIDERATION

The contents of the report and the performance of the Housing Department

IMPLICATIONS

Financial : Not specifically from this report.

Legal : Not specifically from this report.

Human Resources : Not specifically from this report.

RECOMMENDATION

That members note the content of this report.

ATTACHMENT: Appendix

FILE REFERENCE:

SOURCE DOCUMENT: