

# EXECUTIVE

**MONDAY  
8<sup>TH</sup> AUGUST 2011  
AT 1000 HOURS**

## COMMITTEE ROOM ONE

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## EXECUTIVE

Minutes of a meeting of the Executive of Bolsover District Council held in Committee Room One, Sherwood Lodge, Bolsover, on Monday 6<sup>th</sup> June 2011 at 1000 hours.

### PRESENT:-

Members:-

Councillor A.F. Tomlinson – Chair

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

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), D. Eccles (Head of Regeneration) (from minute no. 45), J. Fieldsend (Senior Principal Solicitor) (to minute no. 37 and from minute no. 45) and R. Leadbeater (Democratic Services Officer).

### 33. APOLOGY

An apology for absence was received on behalf of Councillor E. Watts.

### 34. URGENT ITEMS OF BUSINESS

The Chair had consented to one item of urgent business being included in the exempt part of the agenda, Project Horizon, Appropriation of Land.

### 35. DECLARATIONS OF INTEREST

Minute No.	Member	Level of Interest
36.	Councillor B. R. Murray-Carr	Personal and Prejudicial

## EXECUTIVE

### 36. MINUTES – 4<sup>TH</sup> APRIL 2011

Moved by Councillor D. Kelly, seconded by Councillor D. McGregor  
**RESOLVED** that the minutes of a meeting of the Executive held on 4<sup>th</sup> April 2011 be approved as a true record.

#### Minute No. 992 – Rent Arrears Quarterly Report

The Director of Neighbourhoods confirmed that the next quarterly rent arrears report was in draft and would be brought to the Executive for consideration shortly. This would include the total amount of rent arrears outstanding.

#### Minute No.1004 – Shirebrook Masterplan Town Centre Development

Councillor Murray-Carr declared a personal and prejudicial interest and left the meeting.

The Senior Principal Solicitor provided Members with an update on the progress of the Shirebrook Masterplan Town Centre Development which was discussed in some detail.

Councillor Murray-Carr re-joined the meeting and the Senior Principal Solicitor left.

### 37. PRESENTATION ON SITE ASSESSMENTS FOR THE LOCAL BROWNFIELD STRATEGY

This item was withdrawn.

### 38. EXECUTIVE FUNCTIONS

Moved by Councillor K. Bowman, seconded by Councillor D. McGregor  
**RESOLVED** that the Executive Functions be agreed.

(Constitution)

### 39. REPRESENTATIVES ON OUTSIDE BODIES

Moved by Councillor D. McGregor, seconded by Councillor D. Kelly  
**RESOLVED** that the Representatives on Outside Bodies be appointed as outlined in the report.

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### **40. WORKING NEIGHBOURHOODS FUND MONITORING REPORT – QUARTER 4 UPDATE AND 2010/11 END OF YEAR REPORT**

The Chair presented the report to update Members on projects delivered in quarter 4 by the orking Neighbourhoods Fund and the end of year report for 2010/11.

The Chair drew Members' attention to the underspend and outputs detailed in the report, adding that the projects had been delivered with excellent value for money.

Further detail was provided on the activities and themes in progress and future projects. Members were advised that further funding streams were actively being pursued from external organisations.

In response to Members' questions, the Chair advised that a more detailed breakdown of unemployment figures by area could be obtained from the Consultant Programme Manager.

The Portfolio Holder for Community Safety advised Members that a scheme was being looked at to engage persistent offenders but this had so far proved challenging.

The Chair advised that the Consultant Programme Manager would give a presentation to a future meeting of the Executive on the work carried out. Members welcomed this.

Moved by Councillor B.R. Murray-Carr, seconded by Councillor D. McGregor **RESOLVED** that the report be received.

**REASON FOR DECISION: To ensure that WNF is targeted to best effect.**

### **41. ARREARS – IRRECOVERABLE ITEMS OVER £1,000**

The Portfolio Holder for Corporate Efficiencies presented the report for Members' consideration.

Moved by Councillor D. McGregor, seconded by Councillor B.R. Murray-Carr **RESOLVED** that approval is given to write off the irrecoverable items including costs amounting to £10,090.38 with the proviso that should any of the debts become collectable the amounts be re-debited.

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**REASON FOR DECISION: In order that outstanding debts can be written off.**

(Head of Finance and Revenues)

### **42. THE LOCAL GOVERNMENT (ACCESS TO INFORMATION) ACT 1985**

Moved by Councillor D. McGregor, seconded by Councillor K. Bowman.

**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.

### **43. ARREARS – IRRECOVERABLE ITEMS OVER £1,000 EXEMPT – PARAGRAPH 3**

The Portfolio Holder for Corporate Efficiencies presented the report for Members' consideration.

Moved by Councillor D. McGregor, seconded by Councillor B.R. Murray-Carr

**RESOLVED** that approval is given to write off the irrecoverable items including costs amounting to £12,409.33 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)

### **44. FORMER TENANTS ARREARS WRITE OFF EXEMPT – PARAGRAPH 1**

This item was withdrawn.

The Head of Regeneration and the Senior Principal Solicitor joined the meeting.

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### 45. EXTENSION TO DOOR REPLACEMENT CONTRACT EXEMPT – PARAGRAPH 3

The Chair presented the report for Members to consider whether to extend the current door replacement contract for a further two years or to re-tender.

It was noted that Yorkshire Windows had provided a very good service with an experienced and knowledgeable team. It was added that the work carried out had received a 97% satisfaction rating from tenants.

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

**RESOLVED** that (1) the report be received.

(2) Contract Standing Orders 4.8.3, 4.8.4, 4.8.5 and 4.8.6 be suspended to allow the door contract with Yorkshire Window Company Ltd of Hellaby to be extended for two years, subject to clarification being sought on item 4 of the report in relation to the holding of current prices until 31<sup>st</sup> December 2012.

**REASON FOR DECISION: In order to secure the best value for money in accordance with Contracts Standing Orders.**

(Head of Regeneration)

### 46. PROJECT HORIZON EXEMPT – PARAGRAPH 6B

The Senior Principal Solicitor presented the report to seek Members' approval to serve an Initial Demolition Notice on a row of properties adjacent to Sherwood Lodge to facilitate development of the area.

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

**RESOLVED** that the Council serve an Initial Demolition Notice on the tenants of 30, 32 and 34 Oxcroft Lane pursuant to Schedule 5A of the Housing Act 1985 stating that the land is required to facilitate the development of Sherwood Lodge, that the demolition is intended within five years and containing any other information required by that schedule.

**REASON FOR DECISION: To develop vibrant town centres and flourishing rural communities and deliver more efficient Council premises.**

(Solicitor to the Council)

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### 47. PROJECT HORIZON – APPROPRIATION OF ADJOINING LAND EXEMPT – PARAGRAPH 6B

The Senior Principal Solicitor presented the report to seek Members approval to appropriate land at Sherwood Lodge for planning purposes under Section 122 of the Local Government Act 1972.

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

**RESOLVED** that (1) for the reasons set out in the report the land at Sherwood Lodge shown hatched on the plan is surplus to the Council's requirements and that land is required to be held for planning purposes in the interest of the proper planning of the area;

(2) the Council appropriates the land at Sherwood Lodge shown hatched on the attached plan for planning purposes under Section 122 of the Local Government Act 1972;

(3) the Solicitor to the Council be authorised to complete the memorandum executing the appropriation.

**REASON FOR DECISION: To develop vibrant town centres and flourishing rural communities and deliver more efficient Council premises.**

(Solicitor to the Council)

The meeting concluded at 1100 hours.

## EXECUTIVE

Minutes of a special meeting of the Executive of Bolsover District Council held in the Executive Meeting Room, Sherwood Lodge, Bolsover, on Tuesday 14<sup>th</sup> June 2011 at 0900 hours.

### **PRESENT:-**

Members:-

Councillor A.F. Tomlinson – In the Chair

Councillors D. Kelly, D. McGregor, B.R. Murray-Carr, A. M. Syrett and E. Watts (arrived during minute no.76).

Officers:-

J. Brooks (Director of Resources), B. Truswell (Head of Procurement), N. Etches (Project Officer, Policy and Research, Regeneration), H. Jenkins (Technical Projects Officer, Regeneration) and R. Leadbeater (Democratic Services Officer).

Project Managers:-

Andrew Davison and Richard Walker (Turner and Townsend).

### **73. APOLOGY**

An apology for absence was received on behalf of Councillor K. Bowman.

### **74. DECLARATIONS OF INTEREST**

There were no declarations of interest submitted.

### **75. THE LOCAL GOVERNMENT (ACCESS TO INFORMATION) ACT 1985**

Moved by Councillor D. McGregor, seconded by Councillor B.R. Murray-Carr.

**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.



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### 76. TENDER FOR DESIGN AND BUILD SERVICES FOR SHIREBROOK ENTERPRISE CENTRE EXEMPT – PARAGRAPH 3

The Project Officer (Policy and Research, Regeneration) advised Members that 5 tenders for the above contract had been received before the deadline.

Representatives from Turner and Townsend, the project managers for the design and build of the Shirebrook Enterprise Centre, provided Members with further background information.

Moved by Councillor A. F. Tomlinson, seconded by Councillor D. McGregor  
**RESOLVED** that (1) the Executive witness the opening of the tenders,

(2) the tenders be passed to Turner and Townsend for evaluation at their offices in Sheffield on 23<sup>rd</sup> June 2011.

(3) once evaluation has been completed, a report for information be submitted for Members.

**REASON FOR DECISION: In order to secure the tender which gives the best value for money.**

(Head of Shared Procurement)

The meeting concluded at 0920 hours.

**AGENDA ITEM 8.  
EXECUTIVE – 8<sup>TH</sup> AUGUST 2011  
RECOMMENDED ITEM FROM SUSTAINABLE  
COMMUNITIES SCRUTINY COMMITTEE**

**180. URGENT ITEM OF BUSINESS – FLY POSTING POLICY**

The Development Control Manager presented the Fly Posting Policy for Members' consideration.

The purpose of the policy was to provide a consistent response to incidents of fly posting to maintain and improve the quality of the environment. Fly posting was dealt with under the planning advertisement regulations.

The policy applied to any incidents of fly posting within the Bolsover District.

Moved and seconded

**RESOLVED** that the Fly Posting Policy be accepted,

**RECOMMENDED** that the Fly Posting Policy be forwarded to the Executive for approval.

(Development Control Manager/Head of Democratic Services)

# **BOLSOVER DISTRICT COUNCIL**

## **Fly Posting**

Date May 2010



**This Policy addresses the following Corporate Aims :**



COMMUNITY  
SAFETY



ENVIRONMENT



REGENERATION

## **Bolsover District Council Equalities Statement**

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

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

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

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

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

Minicom: 01246 242450  
Fax: 01246 242423

## CONTROL SHEET

<b>Details of Document</b>	<b>Comments / Confirmation</b>
Title	Fly Posting
Document type – i.e. draft or final version	Draft
Location of Policy	Planning
Author of Policy	Chris Doy
Member route for Approval & Cabinet Member concerned	
Reviewed by Director of Development	
Date Risk Assessment completed	
Date Equality Impact Assessment approved	
Partnership Involvement (if applicable)	
Date added to the Forward Plan	
Policy Approved by	
Date Approved	
Policy Review Date	
Date forwarded to CSPD (to include on Intranet and Internet if applicable to the public)	

## **1. Introduction**

1.1 Fly- posting is illegal, unsightly and unwanted. It detracts from the general environment of the area and the quality of life of residents and visitors to the area. It can discourage business investment and contribute to the “fear of crime”. The removal of illegal posters is both costly and time consuming.

1.2 This policy is produced under the powers that are available in Sections 224, 225 and 324 of the Town and Country Planning Act 1990 as amended; the Town and Country (Control of Advertisements)(England) Regulations 2007, S31 of the Clean Neighbourhoods and Environment Act 2005, S132 of the Highways Act 1980 in respect of the Highway Authority, and any Act or Regulation which amends or replaces them.

## **2. Scope of the Policy**

2.1 Fly-posting is defined as the display of advertising material on buildings, structures, street furniture, etc. without the consent of the owner, contrary to the provisions of the Town and Country Planning Advertisement Regulations.

2.2 There are a number of advertisements that may be regarded as fly posting but which in fact have a deemed consent under the Advertisement Regulations (i.e. they do not need permission from the Council). These can, subject to limitations, include events for local charity, church, school and political events, agricultural demonstrations, and travelling circus or fair. In all cases the advertisement should only be displayed with the land owners consent and must not endanger the public.

2.3 Where an advert is displayed under these regulations and the Council is made aware of their display they will be checked and monitored by the Council for compliance with the limitations of the Regulations. If at any point the Regulations are exceeded then any such advert will be treated under the same procedure as fly posted signs in this policy. Details of the deemed consent limitations and standard conditions can be found in the Town and Country (Control of Advertisements)(England) Regulations 2007.

2.4 The policy applies to any incident of fly-posting within the Bolsover District

(Please note Graffiti is dealt with under a separate policy and reporting procedure.)

## **3. Principles of the Policy**

3.1 The requirement to remove all fly-posting is to protect and re-instate the environmental quality of the area which supports the Council's Corporate aim to promote and enhance a clean and sustainable environment.

3.2 The Council is mindful of the needs of businesses and where applicable will negotiate and advise on the provision of appropriate alternative means of advertising and signposting.

#### **4. Policy Statement**

4.1 The Council will aim to inspect all reported cases of fly-posting within 5 working days of the matter being reported.

4.2 Where it is established that the display is unauthorised in accordance with the Regulations and that it is detrimental to the amenity of the area or to highway safety, the Council will start the appropriate action to secure the removal of fly-posting following the process referred to in paragraphs 4.4 to 4.12 below within 24 hours.

4.3 If repeat breaches occur in respect of the same perpetrator or persons who benefit from the display, such as an event organiser or shop, then (after an initial warning) evidence will be gathered in respect of the displays and the Solicitor to the Council will be instructed to prosecute.

#### **Fly Posting on Highway and Utility structures, street furniture and land**

4.4 In respect of advertisements on highway structures etc. and land the relevant Highway Authority, most often Derbyshire County Council but also The Highways Agency (in respect of the M1 and M1 Junctions 28 and 30 and A38 west of junction 28), or Utility Company will be notified and requested to take action to secure removal under their own powers within 3 working days (or such other period as may be reasonably agreed with the relevant organisation and the case officer).

4.5 If the relevant highway body or utility does not co-operate then consideration will be given to serving a defacement removal notice under S31 of the Clean Neighbourhoods and Environment Act 2005. (This clause will not be effective until the Council's constitution and the delegation scheme have been amended).

#### **Fly Posting on Bolsover District Council Property**

4.6 For fly posting on District Council property the person responsible for the display will be requested to remove the offending sign within 3 working days, following which the Council Department responsible for the property will be requested to remove the sign.

4.7 Placards and posters and signs will be stored at either the Council Offices in Bolsover or the Riverside Depot for 5 days after which all material will be destroyed. Where the owner is known they will be advised how to arrange collection should they wish to retrieve their property.

## **Fly Posting on Private Property**

4.8 For fly posting not on highway, utility structures etc and land or Bolsover District Council property the person responsible for the display, or benefitting from it, will be requested to remove the offending sign within 3 days. If they are removed within that time no further action will be taken; the perpetrator will be advised that any repeat display will be likely to result in a prosecution. Details of the offender will be recorded and the records kept for three years, for the purposes of identifying any repeat breaches.

4.9 Where adverts are attached to private property we will contact the owner or other person responsible for the property and request that they remove the sign within 3 days. If they fail to remove the signs then the Solicitor to the Council will be instructed to prosecute.

4.10 If the fly-posting is not removed the District Council will remove the placards or posters provided it can be done without damage to the private property.

## **Fly Posting on Private Property of Unknown Ownership**

4.11 Where there are no contact details, or obvious beneficiaries of the display and no details of the land owner or persons with control of the land or buildings, and, despite reasonable enquiries, none can be found, the sign will be removed immediately if possible or within 3 working days if assistance is required, provided it can be done without damage to the private property. Signs will be stored at either the Council Offices in Bolsover or the Riverside Depot for 5 days after which any posters will be destroyed.

## **Recovering Costs**

4.12 In all cases where the District Council has removed the fly posting itself it will recover its reasonable costs in removing and storing such fly-posting before any material will be released for collection.

# **5. Responsibility for implementing the Policy**

## **Reporting incidents**

5.1 The details required to assist in the investigation of complaints are:  
the location of the fly-posting;  
the nature of the material (is it offensive, a nuisance, a safety hazard);  
who or what is being advertised if known;  
any other pertinent details such as contact information if known.



5.2 Incidents of fly posting on highway structures (see para. 4.4 above) should be reported to Derbyshire County Council using either phone 08456 058 058; or e-mail [callcentre@derbyshire.gov.uk](mailto:callcentre@derbyshire.gov.uk)

5.3 All other incidents of fly posting should be reported to Bolsover District Council using either the Planning Enforcement Enquiry Form or the Eyes and Ears Reporting Form or by telephoning 01246 242424.

### **Assessing and Monitoring of breaches**

5.4 For those cases which are the responsibility of Bolsover District Council to investigate whether the display breaches the Regulations will be assessed by the Planning Case Officer under the normal unauthorised development complaint procedures. The same officer will also be responsible for undertaking or arranging for monitoring of deemed consent displays to ensure that any limitations in the regulations are not exceeded.

5.5 In assessing the impacts and appropriate action in respect of all incidents of fly-posting the Council will have regard to:  
Communities and Local Government Circular 03/2007 "Town and Country Planning (Control of Advertisements) (England) Regulations 2007;  
Communities and Local Government "The Good Practice Guide on the Control of Fly-Posting" (2000)

### **Removing fly-posting**

5.6 For those cases which are the responsibility of Bolsover District Council to investigate if the fly posting is not removed by the perpetrator, beneficiary, land owner, or persons with a controlling interest in the land it will normally be the Planning Case Officer, but can also be removed by the CAN Rangers or Street Services staff under the instruction of the Planning Case Officer.

5.7 All cases on highway or utility structures etc or land will be the responsibility of the owner of the relevant body if the sign owner has not removed it.

### **Taking legal action**

5.8 Solicitor to the Council will be responsible for issuing proceedings.

### **Recovery of Costs**

5.9 Recovery of costs will be in compliance with the District Councils financial regulations.

Committee:	Executive	Agenda Item No.:	9.
Date:	8 <sup>th</sup> August 2011	Status	Open
Category	3. Part of the Budget and Policy Framework		
Subject:	Compliments, Comments, Complaints and Freedom of Information Requests – 4 <sup>th</sup> January to 31 <sup>st</sup> March 2011 and summary for 2010/11.		
Report by:	Customer Service and Access Officer		
Other Officers Involved	Support Officer		
Director	Chief Executive Officer		
Relevant Portfolio Holder	Councillor E. Watts, Leader of the Council and Portfolio Holder for Customer Services and for People and Performance		

#### **RELEVANT CORPORATE AIMS**

CUSTOMER FOCUSED SERVICES – Providing excellent customer focused services

STRATEGIC ORGANISATIONAL DEVELOPMENT – Continually improving our organisation.

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

#### **TARGETS**

Local performance indicators for handling written complaints and Ombudsman complaints.

#### **VALUE FOR MONEY**

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

### **THE REPORT**

To provide information on the number of compliments, comments, complaints, freedom of information and personal data requests for the period 4<sup>th</sup> January 2011 to 31st March 2011 together with a summary for 2010/11.

#### **Compliments**

Table A shows the number of written compliments received for the period. In total 45 written compliments were received (slightly down from 52 in the

previous quarter). A good cross section of compliments received from customers appreciating excellent service e.g. repairs, streetscene services to appreciating excellent facilities i.e. leisure and contact centres.

### Comments

Table B shows the number of written comments received for the period. All 26, an increase of 8 (44%) on last quarter, were responded to within standard (20 working days).

There were no trends for this period.

Table C shows the above information by department.

### Complaints

#### Stage one

Stage one complaints refer to expressions of dissatisfaction made verbally by customers. The table below provides a breakdown of stage one complaints handled by the Contact Centres by service area and volume for the period 4<sup>th</sup> January 2011 to 31st March 2011:

<b>Stage One Complaints</b>					
<b>Service Area</b>	<b>01/04/10 – 30/06/10</b>	<b>01/07/10 – 30/09/10</b>	<b>01/10/10 – 31/12/10</b>	<b>04/01/11 – 31/03/11</b>	<b>Total</b>
Complaints regarding housing repairs e.g. out of time, quality	6	4	3	0	13
Missed clinical waste collection	17 (9)	14 (6)	21 (10)	20 (8)	72 (33)
Missed domestic or green bin collection	182 (132)	166 (135)	162 (150)	150 (146)	660 (563)
Missed blue box collection	94 (85)	83 (72)	70 (69)	67 (67)	314 (293)
<b>Total</b>	<b>299 (226)</b>	<b>267 (213)</b>	<b>256 (229)</b>	<b>237 (221)</b>	<b>1059 (889)</b>

The figures in brackets show the number of stage one complaints not resolved by the Contact Centre and passed through to the Community & Street Services department for investigation/action. For the same period Contact Centres handled 7,784 requests for service in total.

#### Stage two

Table D shows the number of stage two or written complaints received for the period by date order. 23 complaints were received during this period, this was slightly up from last quarter in which we received 20 complaints. All of these

(100%) were responded to within our customer service standard of 20 working days.

Regarding trends for this period, 3 complaints relate to information provided in relation to three separate Freedom of Information requests, 4 complaints relate to issues caused by the snow. Generally, 5 complaints relate to not being kept informed and/or not receiving a written response/confirmation.

Table E shows the above information by department.

### Stage three

Table F shows the number of stage three complaints received for the period by date order. These are complainants who have already made a stage two complaint and still feel dissatisfied. During this period 6 stage three complaints were received, all of which were responded to within standard.

### Ombudsman

Table G shows the status of Ombudsman complaints for 2010/11 as of 9<sup>th</sup> June 2011. During this period we have received one informal and one formal complaint both of which were responded to within the Ombudsman's standard of 28 calendar days. We have received two decisions of 'no or insufficient evidence of maladministration' for complaints received during this period. We have one complaint awaiting a decision from the Ombudsman for 2010/11.

### Freedom of Information (FOI)

Table H shows the number of requests for 'freedom of information' for the period by date order. Of the 118 requests received (an increase of 28 or 31% on last quarter), 117 (100%) were responded to within the government standard of 20 working days and the remaining 1 was awaiting clarification. Additionally we received 22 further requests which we forwarded to other organisations.

Table I shows the above information by department.

### Personal Data requests (DP)

There were 13 requests made within this quarter, more than double the requests of the previous quarter (6), all of which have been dealt with promptly. Although the timescale for Data Protection requests is 40 calendar days, requests made under authority from the Police (for the apprehension/prosecution of offenders etc.) are dealt with swiftly and responses are sent as soon as possible.

### Performance

A target of 98% has been set for responding to stage two complaints within 20 working days for 2010/11. For this period 100% was achieved.

## Summary for 2010/11

The following tables provide a summary of performance for compliments, comments, complaints and freedom of information requests for 2010/11.

### Volume and Performance

<b>Volume by type</b>	<b>Q1</b>	<b>Q2</b>	<b>Q3</b>	<b>Q4</b>	<b>2010/ 11 Total</b>	<b>2009/ 10 Total</b>	<b>2008/ 09 Total</b>	<b>2007/ 08 Total</b>
Compliments	42	34	52	45	173	129	105	167
Comments	16	17	18	26	78	64	40	65
Stage 2 Complaints	18	18	20	23	79	115	125	122
Stage 3 Complaints	8	6	5	6	25	22	18	21
<b>Total</b>	<b>84</b>	<b>75</b>	<b>95</b>	<b>100</b>	<b>355</b>	<b>330</b>	<b>288</b>	<b>375</b>
Stage 1 Complaints	299	267	256	237	1059	1644	2407	2766
% Comments responded to within standard	<b>100%</b>	<b>100%</b>	<b>100%</b>	<b>100%</b>	<b>100%</b>	<b>100%</b>	<b>96</b>	<b>93</b>
Average response in days	<b>13</b>	<b>10</b>	<b>10</b>	<b>16</b>	<b>12</b>	<b>12</b>	<b>15</b>	<b>14</b>
% Stage 2 responded to within standard	<b>100%</b>	<b>100%</b>	<b>95%</b>	<b>100%</b>	<b>99%</b>	<b>98%</b>	<b>91</b>	<b>89</b>
Average response in days	<b>13</b>	<b>12</b>	<b>16</b>	<b>13</b>	<b>14</b>	<b>15</b>	<b>17</b>	<b>15</b>
% Stage 3 responded to within standard	<b>63%</b>	<b>83%</b>	<b>100%</b>	<b>100%</b>	<b>87%</b>	<b>92%</b>	<b>90</b>	<b>78</b>
Average response in days	<b>17</b>	<b>17</b>	<b>15</b>	<b>15</b>	<b>16</b>	<b>15</b>	<b>17</b>	<b>16</b>
FOI – no. of requests	<b>90</b>	<b>104</b>	<b>96</b>	<b>118</b>	<b>408</b>	<b>312</b>	<b>230</b>	<b>147</b>
% Requests responded to within standard	<b>100%</b>	<b>99%</b>	<b>100%</b>	<b>100%</b>	<b>100%</b>	<b>99%</b>	<b>98</b>	<b>92</b>
Average response in days	<b>11</b>	<b>10</b>	<b>11</b>	<b>13</b>	<b>11</b>	<b>9</b>	<b>15</b>	<b>12</b>

When comparing 2010/11 to the previous year of 2009/10, the following is noted:

- Received fewer stage two complaints, a reduction of 36 (31%).
- Received similar volumes of stage three complaints.
- Received more written comments (+22%), written compliments (+34%) and fewer stage one complaints (-36%).
- Responses to customer requests within standard - written comments (remained at 100%) stage two complaints (99%, up 1%), stage three complaints (87%, down 5%) and FOI requests (100%, up 1%).

- Received more FOI requests, an increase of 96 (31%), to continue the year on year increase since the Freedom of Information Act came into force.

### Customer Feedback

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

- New procedure put in place to monitor tickets handed back by refuse collection crews to ensure missed collections are recorded and monitored.
- Customer Advisors re-briefed about the procedure when the computer in the planning kiosk is not working correctly.
- Standard letters being reviewed (Housing and Finance & Revenues) for when tenancies are terminated.

### **ISSUES/OPTIONS FOR CONSIDERATION**

The contents of the report

### **IMPLICATIONS**

Financial: - None

Legal: - None

HR & Payroll: - None

### **RECOMMENDATION**

**That the report be received.**

### **REASON FOR DECISION TO BE GIVEN IN ACCORDANCE WITH THE CONSTITUTION**

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

ATTACHMENTS:                   **Y**

Table A: Compliments summary for the period 04/01/11 – 31/03/11

Table B: Comments summary for the period 04/01/11 – 31/03/11

Table C: Comments summary by department 2010/11

Table D: Stage two complaints summary for the period 04/01/11 – 31/03/11

Table E: Stage two complaints summary by department 2010/11

Table F: Stage three complaints summary for the period 04/01/11 – 31/03/11

Table G: Ombudsman complaints summary for 2010/11

Table H: Freedom of information summary for the period 04/01/11 – 31/03/11

Table I: Freedom of information summary by department 2010/11

FILE REFERENCE: - N/A

SOURCE DOCUMENT: - N/A

**Table A: COMPLIMENTS SUMMARY 04/01/11 – 31/03/11**

<b>Date Received</b>	<b>Area</b>	<b>Summary of Compliment</b>	<b>Departments Involved</b>
05/01/11	Tibshelf	Thanks to plumber for excellent service	Housing
07/01/11	Tibshelf	Thanks for clear information supplied by Customer Advisor and to Street Services Department for adding cardboard to recycling	CSPD (Contact Centres) Community & Street Services
11/01/11	Blackwell	Thanks to Customer Advisor for calm and efficient manner with which queries were handled	CSPD (Contact Centres)
11/01/11	South Normanton	Thanks to Customer Advisor and refuse team for service provided	CSPD (Contact Centres) Street Services
13/01/11	Nether Langwith	Thanks to Creswell Leisure Centre for excellent spinning lesson	Leisure
13/01/11	Nether Langwith	Thanks to Creswell Leisure Centre for excellent spinning lesson	Leisure
14/01/11	Clowne	Thanks to Customer Advisor for friendly and efficient manner	CSPD (Contact Centres)
18/01/11	Bolsover	Thanks to employees who collected blue recycling box	Community & Street Services
18/01/11	Palterton	Praise to Kissinggate Leisure Centre staff, always smart, polite and pleasant, centre always clean	Leisure
19/01/11	Stainsby	Thanks to employees who collected blue box which had been missed	Community & Street Services
19/01/11	Unknown	Thanks for positive reply Communications Officer gave in supporting 'Earth Hour'	Customer Service & Performance
19/01/11	Creswell	Thanks to team who cut down conifer and did a fantastic job	Community & Street Services
20/01/11	Barlborough	Thanks for collection of missed rural bin	Community & Street Services
20/01/11	Whitwell	Thanks to 'enquiries@bolsover' and Customer Advisor for arranging a new blue box so efficiently	Customer Service & Performance
25/01/11	Bolsover	Thanks to all staff in Contact Centre for service provided	Customer Service & Performance
25/01/11	Upper Langwith	Thanks to Engineers for their prompt response to a tree on road	Regeneration
27/01/11	Shirebrook	New facilities at Kissinggate Leisure - excellent, training improved in particular new boxing bags	Leisure
27/01/11	Langwith Junction	Thanks to all involved in getting the heating working properly	Housing
28/01/11	Bolsover	Thanks to litter picking team for work done on Castle Lane Bolsover	Community &

**Table A: COMPLIMENTS SUMMARY 04/01/11 – 31/03/11**

<b>Date Received</b>	<b>Area</b>	<b>Summary of Compliment</b>	<b>Departments Involved</b>
			Street Services
28/01/11	Tibshelf	Very happy with Contact Centre advice and repairs operatives attending, very quick and polite service	Contact Centre Housing
31/01/11	Shirebrook	Very pleased with service at Kissingate, in particular new boxing bags	Leisure
31/01/11	Langwith	Boxing classes are high impact and really enjoyable, prices are excellent and leisure staff are motivational	Leisure
31/01/11	Clowne	Thanks to repairs operative who repaired heating system	Housing
01/02/11	Bolsover	Compliment to repairs operative who fixed tiles in bathroom, polite and left everything tidy	Housing
03/02/11	Palterton	Thank you to CAN Rangers for help with litter pick competition	Community & Street Services
04/02/11	Shirebrook	Thanks to Regeneration Team working in partnership with enterprise centre	Regeneration
15/02/11	Pinxton	Very impressed with team who removed fly tipping	Community & Street Services
15/02/11	South Normanton	Thanks to Support Officer for hard work with Youth Council	Customer Service & Performance
16/02/11	Broadmeadows	The litter picker at South Normanton does a fantastic job	Community & Street Services
17/02/11	Bolsover	Thanks to Voids & Welfare Manager for forwarding details of electric heating systems	Housing
23/02/11	Clowne	Thanks to two heating engineers who replaced boiler, excellent job, cleaned up	Housing
24/02/11	Barlborough	Thanks to Contact Centre for advice and repairs operatives for repairing heating	CSPD (Contact Centres) Housing
28/02/11	Doe Lea	Thanks for hard work in creating Neighbourhood Watch website	Customer Service & Performance
08/03/11	Shirebrook	Thanks to Housing Officer for all her help with Shirebrook tenant	Housing
10/03/11	Ripley	Thanks to Benefits Officer for their time and patience	Finance & Revenues
14/03/11	Tibshelf	Thanks to Officer for helping at recent Playground Development Training at Pilsley Primary School and Kissingate Leisure Centre, very positive	Leisure



**Table A: COMPLIMENTS SUMMARY 04/01/11 – 31/03/11**

<b>Date Received</b>	<b>Area</b>	<b>Summary of Compliment</b>	<b>Departments Involved</b>
		experience	
14/03/11	Barlborough	Thanks to Planning Principal Enforcement Officer for enforcing removal of fly posting around Barlborough	Planning
22/03/11	Grindleford	Thanks to the Sports Development Officer for the cricket project, very enjoyable	Leisure
22/03/11	Unknown	Thanks to the Projects Officer (Tourism) for all efforts put into Canadian Farm trip	Regeneration
22/03/11	South Normanton	Thanks to Customer Advisor for all her help	CSPD (Contact Centres)
29/03/11	Creswell	Thanks for letter for direct debit and advice, appreciates all that has been done for her	Housing
29/03/11	Sheffield	Thanks to the Projects Officer (Tourism) for her help with marketing opportunities	Regeneration
30/03/11	Stonebroom	Expressing thanks for 'no increase' in council tax	Finance & Revenues
23/03/11	Chesterfield	Thanks to Specialist Housing Administrator for help in getting a toilet for a resident who suffers from autism	Housing
31/03/11	Scarcliffe	Spoke to an Officer in the Council Tax section who was very pleasant, efficient and helpful	Finance & Revenues

**Table B: SUMMARY OF COMMENTS 04/01/11 – 31/03/11**

<b>Date Received</b>	<b>Area</b>	<b>Summary of Comment</b>	<b>Departments Involved</b>	<b>Date Response Sent</b>	<b>No of work days</b>	<b>Summary of Response</b>
05/01/11	Creswell	Elderly resident had blocked drains and could not use the toilet	Regeneration Housing	27/01/11	16	Drainage team visited property to clear blockage, drains on private property is owner's responsibility to inform Severn Trent Water
05/01/11	Clowne	Comments on central heating system	Housing	31/01/11	18	Fault not a long term one - valve failed and replaced
14/01/11	Tibshelf	Requested a lid for blue box in September 2009 told none in stock and would be advised if they were no longer available. Further requested April 2010 and January 2011 – no longer available, not informed	CSPD Community & Street Services	04/02/11	15	Apology (advised by contractor bin lid had been delivered)
18/01/11	Creswell	No warden for Queen's Court for last 3 years and cleaner retired last March, want to know what is happening	Housing	15/02/11	20	Cleaner has been appointed
18/01/11	Huddersfield	On behalf of father-in-law, applied for bungalow, given differing information	Housing	15/02/11	20	Housing application process explained
26/01/11	Clowne	Comments about kerb-side collections and what to put out	Community & Street Services	18/02/11	17	Given advice about the availability of information to be published in Intouch in March

**Table B: SUMMARY OF COMMENTS 04/01/11 – 31/03/11**

<b>Date Received</b>	<b>Area</b>	<b>Summary of Comment</b>	<b>Departments Involved</b>	<b>Date Response Sent</b>	<b>No of work days</b>	<b>Summary of Response</b>
26/01/11	Tibshelf	Comments about problems with neighbours	Housing	21/02/11	18	Notice served on neighbour for refuse on roadside, however there are no regulations about the siting of a bin
27/01/11	New Houghton	Blue box is presented at front door/kerbside but kept at back so it would be difficult to bring bin through house to get to front, however, given compliment for this new service	Community & Street Services	15/02/11	13	Thanks for positive comments regarding introduction of burgundy bin. Confirmation that there will be no requirement for people to bring bins through their properties
01/02/11	Whaley Thorns	Comment regarding Stage 2 response letter received about refuse collection	Community & Street Services	01/03/11	20	Apology for giving out wrong information but waiting for the contractors working on the Council's behalf to get back to Street Services who will then contact the resident
04/02/11	Renishaw	Not happy his planning application has been refused	Planning & Environmental Health	25/02/11	15	Explanation of why planning was not granted and advice on what further steps can be taken
11/02/11	Hodthorpe	Wants to know when damaged bus shelter at Queens Road Hodthorpe will be replaced	Regeneration	02/03/11	13	Confirmation that shelter is our responsibility and apology for length of time it has taken to find out. No budget as yet to replace it.
24/02/11	Tibshelf	Rubbish been left in resident's garden and also mud outside flats on High Street	Community & Street Services Housing Environmental Health	15/03/11	13	30 hours of litter picking are already in place. Advised that wardens who can impose fixed penalty notices. Parking at flats raised at Executive 7/3/11 and is being looked at by an internal group of officers and members

**Table B: SUMMARY OF COMMENTS 04/01/11 – 31/03/11**

<b>Date Received</b>	<b>Area</b>	<b>Summary of Comment</b>	<b>Departments Involved</b>	<b>Date Response Sent</b>	<b>No of work days</b>	<b>Summary of Response</b>
02/03/11	Glapwell	Asking for dog waste bin to be placed on The Hill Glapwell	Community & Street Services	21/03/11	13	Apology for letter not sent out informing him of decision, however there is no current need for additional provision
02/03/11	Palton	Concerned over state of Thirteen Row and wants a reduction in council tax	Planning & Environmental Health Finance & Revenues	24/03/11	15	Environmental Health department aware, however the properties are only boarded up (not untidy or have waste accumulations) and not owned by the Council. No refund in council tax possible as payments cover many services
07/03/11	Renishaw	Comment regarding response on refusal of planning application	Planning & Environmental Health	28/03/11	15	Advised to allow appeal against planning decision to run its course - also advised to proceed with culvert grid
07/03/11	Clowne	Unhappy with earlier Freedom of Information response in relation to Disabled Facilities Grant	Planning & Environmental Health	17/03/11	7	Application form for Disabled Facilities Grant is only sent out on receipt of referral from Derbyshire County Council - not yet received. Occupational Therapist at Derbyshire County Council is dealing with the case
08/03/11	Shirebrook	Article in Bolsover Winter Spring update in relation to Shirebrook Model Village - Residents/ Shirebrook Cricket Club trying to build a cricket pavilion	Leisure	16/03/11	4	Explanation of process to be followed. The project has support but the procedure needs to be followed

**Table B: SUMMARY OF COMMENTS 04/01/11 – 31/03/11**

<b>Date Received</b>	<b>Area</b>	<b>Summary of Comment</b>	<b>Departments Involved</b>	<b>Date Response Sent</b>	<b>No of work days</b>	<b>Summary of Response</b>
09/03/11	Clowne	Believes the Council has passed on information to a third party in relation to neighbour dispute	Community & Street Services	28/03/11	13	Confirmation we are mindful of requirements of data protection legislation and no comments have been passed on to a third party
11/03/11	Clowne	Further letter regarding central heating and thermostat	Housing	31/03/11	14	Sent Stage 2 and 3 and Ombudsman documentation to Dennis Skinner, M.P. Re-iterated options open to tenant
11/03/11	South Normanton	Wants update regarding purchase of a vacant Council property for last 3 years	Housing	04/04/11	16	Provided a price to decide on purchasing this property. Apology for length of time taken
15/03/11	Creswell	Building work started in 1989 has affected his bungalow's foundations	Planning & Environmental Health Regeneration	12/04/11	20	Checked records. No responsibility with regard to planning enforcement. Referred to joint Building Control service
17/03/11	Barlborough	Wants to be re-housed due to damp and slug problems. Granddaughter has been through Stage 2 and 3 on tenant's behalf	Housing	08/04/11	16	Sent Stage 2 and 3 documentation to Dennis Skinner, M.P. Visits from inspector detected leaking valve which has been replaced. Contractors to inspect lounge floor
22/03/11	Shirebrook	State of grass verges on Alderway and car parking	Housing Community & Street Services	19/04/11	20	Advised that parking and highway issues fall under the remit of Derbyshire County Council – forwarded to them
23/03/11	Bramley Vale	Further comments in relation to Stage 2 response letter regarding installation of new central heating system on Stanhope Street on behalf of mother-in-law	Housing	19/04/11	19	Housing do not give advice on provision of utilities as companies change tariffs frequently. Operational issue with fire being dealt with by Housing

**Table B: SUMMARY OF COMMENTS 04/01/11 – 31/03/11**

<b>Date Received</b>	<b>Area</b>	<b>Summary of Comment</b>	<b>Departments Involved</b>	<b>Date Response Sent</b>	<b>No of work days</b>	<b>Summary of Response</b>
25/03/11	South Normanton	Querying increase in council tax and has been refused Gold Card	Finance & Revenues	07/04/11	9	Parish precept increase on council tax bill over which Bolsover District Council has no influence. Re-iterated advice previously given regarding Gold Card
31/03/11	Bolsover	Comments on recent consultation display regarding planned housing development on land in Bolsover	Planning & Environmental Health	05/04/11	3	Explanation of display and consultation arrangements

**Table C: Comments Summary by Department 2010/11**

<b>Department/Section</b>	<b>01/04/10 – 30/06/10</b>			<b>01/07/10 – 30/09/10</b>			<b>01/10/10 – 31/12/10</b>			<b>04/01/11 – 31/03/11</b>			<b>Total</b>		
	<b>No. of Comments</b>	<b>No. Responded to in time</b>	<b>No. responded to out of time</b>	<b>No. of Comments</b>	<b>No. Responded to in time</b>	<b>No. responded to out of time</b>	<b>No. of Comments</b>	<b>No. Responded to in time</b>	<b>No. responded to out of time</b>	<b>No. of Comments</b>	<b>No. Responded to in time</b>	<b>No. responded to out of time</b>	<b>No. of Comments</b>	<b>No. Responded to in time</b>	<b>No. responded to out of time</b>
<b>Contact Centre</b>	<b>2</b>	<b>2</b>		<b>1</b>	<b>1</b>		<b>1</b>	<b>1</b>					<b>4</b>	<b>4</b>	
<b>Customer Service &amp; Performance Department</b>	<b>1</b>	<b>1</b>		<b>1</b>	<b>1</b>		<b>3</b>	<b>3</b>		<b>1</b>	<b>1</b>		<b>6</b>	<b>6</b>	
<b>Community &amp; Street Services</b>	<b>5</b>	<b>5</b>		<b>5</b>	<b>5</b>		<b>3</b>	<b>3</b>		<b>8</b>	<b>8</b>		<b>21</b>	<b>21</b>	
<b>Housing</b>	<b>5</b>	<b>5</b>		<b>8</b>	<b>8</b>		<b>7</b>	<b>7</b>		<b>11</b>	<b>11</b>		<b>31</b>	<b>31</b>	
<b>Legal</b>							<b>1</b>	<b>1</b>					<b>1</b>	<b>1</b>	
<b>Leisure</b>	<b>2</b>	<b>2</b>		<b>1</b>	<b>1</b>		<b>1</b>	<b>1</b>		<b>1</b>	<b>1</b>		<b>5</b>	<b>5</b>	
<b>Planning &amp; Environmental Health</b>	<b>4</b>	<b>4</b>					<b>1</b>	<b>1</b>		<b>5</b>	<b>5</b>		<b>10</b>	<b>10</b>	
<b>Regeneration</b>	<b>3</b>	<b>3</b>		<b>2</b>	<b>2</b>		<b>2</b>	<b>2</b>		<b>3</b>	<b>3</b>		<b>10</b>	<b>10</b>	
<b>Finance &amp; Revenues</b>	<b>2</b>	<b>2</b>		<b>2</b>	<b>2</b>		<b>2</b>	<b>2</b>		<b>2</b>	<b>2</b>		<b>8</b>	<b>8</b>	
<b>Totals</b>	<b>24</b>	<b>24</b>		<b>20</b>	<b>20</b>		<b>21</b>	<b>21</b>		<b>31</b>	<b>31</b>		<b>96</b>	<b>96</b>	

**Table D: Summary of Stage Two Complaints 04/01/11 – 31/03/11**

<b>Date Received</b>	<b>Area</b>	<b>Summary of Complaint</b>	<b>Departments Involved</b>	<b>Date Response Sent</b>	<b>No of work days</b>	<b>Remedy</b>
04/01/11	Shirebrook	Damage to guttering and fascias in recent snow, council workers did not attend until 4 days later and was told weight of snow caused breakage	Regeneration	11/01/11	5	Regeneration work completed over 2 years ago, had a 12 month defect liability period which had passed. Report attached confirmed work done within regulations
05/01/11	Clowne	Wanted snow moved by council to gain access to rented garage	Housing CSPD(Contact Centres)	11/01/11	4	Confirmation that no refund will be given and that correct information had been given by Contact Centres
07/01/11	Shirebrook	During heavy snowfall houses on Station and Langwith Road, Shirebrook had guttering and fascia damage, unhappy with initial workmanship	Regeneration	19/01/11	8	Sent out report that confirmed regeneration work done to manufacturer's specifications, confirmed work done on another property was not carried out or paid for by this Council
10/01/11	Shirebrook	Reported damp on three occasions	Housing	03/02/11	18	Reiterated advice given at the time of inspection visits - that problem was condensation and what could be done to alleviate it. Guttering to be aligned
18/01/11	Barlborough	Believes BDC are trying to conceal information which should be available to the public	Customer Service & Performance	04/02/11	13	Reiterated that the FOI request had been dealt with in accordance with the guidance and the exemption applied correctly
20/01/11	Langwith	Unhappy that he has reported non collection of refuse which has still not been collected	Community & Street Services CSPD (Contact	27/01/11	5	Apology for missed collections, explanation to why they were missed, an assurance that this



**Table D: Summary of Stage Two Complaints 04/01/11 – 31/03/11**

<b>Date Received</b>	<b>Area</b>	<b>Summary of Complaint</b>	<b>Departments Involved</b>	<b>Date Response Sent</b>	<b>No of work days</b>	<b>Remedy</b>
			Centres)			will be monitored
24/01/11	Stoney Houghton	Contacted us twice a year ago re roadside litter around village, received assurance to keep the area clean	Community & Street Services	11/02/11	14	Re-iterated council commitment to keeping district clean. Asked for further information regarding person dropping litter so that we can impose a fine
25/01/11	Upper Langwith	Lack of information in relation to bin collection during adverse weather, concerned that not everyone has access to website, unhappy that we cannot refund council tax	Community & Street Services Revenues	16/02/11	16	Confirmed collection days and where information could be found. Explanation as to why we cannot refund council tax
31/01/11	South Normanton	Unhappy with visits from repair team regarding front door and then no further contact	Housing CSPD(Contact Centres)	14/02/11	10	Apology for delay but inspection found no decay, job raised as the door was twisted. Tenant refused work - however advised that we could arrange for work to be done if they wished the Council to carry it out
31/01/11	Derby	Unhappy with response to Freedom of Information request regarding the Licensing Act 2003 and appeals received	Legal	21/02/11	15	Apology for incorrect information being given. Given exemption over time limit but sent relevant documentation for refined request
01/02/11	Bolsover	Unhappy with repairs not carried out at property, some repairs started and not finished	Housing	17/02/11	12	Apology for delay caused in carrying out the inspection (due to non-urgent nature) repairs carried out in line with policy

**Table D: Summary of Stage Two Complaints 04/01/11 – 31/03/11**

<b>Date Received</b>	<b>Area</b>	<b>Summary of Complaint</b>	<b>Departments Involved</b>	<b>Date Response Sent</b>	<b>No of work days</b>	<b>Remedy</b>
07/02/11	Shirebrook	Requesting an internal review of handling of a Freedom of Information request about Shirebrook Model Village Sports Grounds	Leisure	22/02/11	11	Confirmation of discussions with Shirebrook Town Council with regard to possible relocation of play area but not recreation facility - included report to Executive and subsequent minutes. 'No information held' was correct response in relation to relocating the recreation ground
10/02/11	Creswell	Claims had housing application in for over a year with no acknowledgement, also thinks breaches Article 14 of Human Rights Act	Housing CSPD	25/02/11	11	Confirmed that there is no decision to halt letting of properties and asked for further clarification to why tenant feels discriminated against
16/02/11	Bolsover	Complainant lives in council house, neighbour is privately owned. Been having problems with tenants and landlord due to state of property	Planning & Environmental Health	11/03/11	17	2 complaints received by department, Jan 2008 and May 2009. Rubbish cleared by owner on both occasions. Site has been regularly monitored and fence erected, site to be developed and waste removed
21/02/11	Boston	Fuel provider unable to install meter due to inadequate space caused by location of cut off switch, want to know if written instructions provided to tenants regarding meter tariffs	Housing	18/03/11	19	Confirmation that we are unable to make recommendations about fuel suppliers. Brochure sent for heating system. Will make enquiries on their behalf to contractor and other residents are happy with this system

**Table D: Summary of Stage Two Complaints 04/01/11 – 31/03/11**

<b>Date Received</b>	<b>Area</b>	<b>Summary of Complaint</b>	<b>Departments Involved</b>	<b>Date Response Sent</b>	<b>No of work days</b>	<b>Remedy</b>
22/02/11	Shirebrook	Wants council to clean mould	Housing	17/03/11	17	Issued resolved as they have now taken a new tenancy
23/02/11	Barlborough	Repairs to external door not completed, still letting in water, been waiting 7-8 months	Housing	08/03/11	9	Confirmation that new door has been ordered and will be fitted by April 2011. Asked tenant to contact us to arrange inspection for possible damp
15/03/11	Rainworth	Complaint regarding refuse collectors not applying brakes on trade bins	Community & Street Services	05/04/11	15	Waste Services Manager had sent apology e-mail for not responding sooner and confirmation that collections will be monitored to check brakes are correctly applied
21/03/11	Barlborough	Unhappy that a response had not been received in relation to Planning Application 10/00451/FUL	Planning & Environmental Health	13/04/11	17	Apologies given for delay, confirmed that two councillors for the ward have been kept aware of all developments and have been in regular contact with residents and their nominated representative
21/03/11	Clowne	Various complaints regarding the Council allegedly breaching legal rights under Equality Act	Regeneration	13/04/11	17	Sent a copy of Disabled Facilities Grant application under FOI Act but re-iterated we can not process until we have referral from occupational therapist. Apologies for any upset
22/03/11	Clowne	Complaint regarding an unanswered letter and request for another inspection of his	Planning & Environmental Health	13/04/11	17	Apologies for not replying and an explanation provided. Mould assessed as Category 2 Hazard

**Table D: Summary of Stage Two Complaints 04/01/11 – 31/03/11**

<b>Date Received</b>	<b>Area</b>	<b>Summary of Complaint</b>	<b>Departments Involved</b>	<b>Date Response Sent</b>	<b>No of work days</b>	<b>Remedy</b>
		bathroom as work not been carried out as agreed				and no action justified
25/03/11	Bolsover	Has asked for copies of rent agreement which was refused, also asked for a copy of complaints procedure	Finance & Revenues	15/04/11	15	Initial request by phone and confirmed that request needs to be in writing. Tenancy agreement sent, fee waived, released under Data Protection Act
31/03/11	Bolsover	Complaint against neighbour concerning a dangerous tree, reported this and nothing been done	Planning & Environmental Health	26/04/11	16	Re-iterated visit by Grounds Maintenance Co-ordinator that confirmed the trees not classed as a danger but must be monitored on their condition. Apology that this was not made clear

**Table E - Complaints (Stage 2) Summary by Department 2010/11**

Department/Section	01/04/10 – 30/06/10			01/07/10 – 30/09/10			01/10/10- 31/12/10			04/01/11 – 31/03/11			Total 2010/11		
	No. of Complaints	No. Responded to in time	No. responded to out of time	No. of Complaints	No. Responded to in time	No. responded to out of time	No. of Complaints	No. Responded to in time	No. responded to out of time	No. of Complaints	No. Responded to in time	No. responded to out of time	No. of Complaints	No. Responded to in time	No. responded to out of time
Contact Centres	1	1		1	1		1	1		3	3		6	6	
Customer Service and Performance				1	1		2	2		2	2		5	5	
Community & Street Services	6	6		6	6		2	2		5	5		19	19	
Housing	5	5		8	8		9	8	1	8	8		30	29	1
HR & Payroll															
ICT															
Legal							1	1		2	2		3	3	
Leisure				1	1		1	1					2	2	
Planning & Environmental				1	1		2	2		4	4		7	7	
Health															
Regeneration							1	1		3	3		4	4	
Finance & Revenues	9	9		3	3		6	6		2	2		20	20	
<b>Totals</b>	<b>21</b>	<b>21</b>		<b>21</b>	<b>21</b>		<b>25</b>	<b>24</b>	<b>1</b>	<b>29</b>	<b>29</b>		<b>96</b>	<b>95</b>	<b>1</b>

**Table F: Summary of Stage Three Complaints 04/01/11 – 31/03/11**

<b>Date Received</b>	<b>Area</b>	<b>Summary of Complaint</b>	<b>Departments Involved</b>	<b>Date Response Sent</b>	<b>No of work days</b>	<b>Remedy</b>
24/01/2011	Clowne	Remains dissatisfied with Stage 2 response regarding BDC not clearing snow to garages	Housing CSPD (Contact Centres)	03/02/11	8	Reiterated advice given in Stage 2 response - services provided in line with policy
04/02/2011	Shirebrook	Not happy with outcome of Stage 2 response regarding repairs to property	Housing	17/02/11	9	Reiterated advice given in Stage 2 response - repairs procedure followed correctly
14/02/2011	Shirebrook	Not happy with Stage 2 response in relation to fascias and guttering and other repairs	Regeneration	09/03/11	17	Confirmed work carried out was inspected at regular intervals and any issues dealt with at time. Remedial work carried out over 3 years ago. Sent copy of letter that was sent out in Oct 2007 in relation of roof.
03/03/2011	Clowne	Proximity of football pitch to rear garden and problems being experienced (noise, swearing, ball coming over). (Letter sent to us by Ombudsman, not been through our full complaints procedure)	Leisure	28/03/11	17	Re-iteration of Stage 2 response strongly advised to keep in touch with football team to try and work out issues
09/03/2011	Creswell	Unhappy with Stage 2 response and claims that BDC have let a property across the road from him	Housing	06/04/11	20	Re-iteration of Stage 2 response- we are not making allocations using the new points or under the new Choice Based Lettings scheme yet
22/03/2011	Barlborough	Unhappy with Stage 2 response with regard to front door not being replaced until April 2011	Housing	15/04/11	18	Re-iteration of advise that damp is caused by lifestyle conditions and that housing repair guidelines were followed

**Table G: Summary of Ombudsman Complaints 2010/11**

<b>Date Received</b>	<b>Area</b>	<b>LGO's Summary of Complaint</b>	<b>Departments Involved</b>	<b>Date Response sent</b>	<b>No. of Calendar Days</b>	<b>Date Decision Letter Received</b>	<b>Ombudsman's Decision</b>
19/04/10	Bolsover	<b>Informal</b> – Council has failed to take action under the tenancy agreement to ensure neighbours keep their hedges trimmed and refused to consider altering or waiving its fees for dealing with a high hedge application	Housing Planning & Environmental Health	13/05/2010	24	10/06/10	<b>Decision recorded as 'local settlement'</b> . Hedge to be cut in the autumn. High Hedges Policy to be considered regarding concessions
24/05/10	Shirebrook	<b>Informal</b> - complaint regarding the Council's refusal to provide a replacement bin free of charge following theft and/or collect resident's bin from within the curtilage of the property	Community & Street Services	01/06/10	8	14/06/10	<b>Decision recorded as 'no maladministration'</b> . Council has complied with its policy
19/07/10	Bolsover	<b>Formal</b> – Council has wrongly demanded unpaid Council Tax payments for a former address and bailiffs behaviour when they have visited has caused stress and anxiety	Finance & Revenues	09/08/10	15	03/11/10	Decision recorded as ' <b>Ombudsman not investigating any further</b> '.
07/09/10	Scarcliffe	<b>Informal</b> – Council has failed to carry out adaptations to the home in accordance with a scheme agreed four years ago by DCC occupational therapists	Housing	22/09/10	11		Progressed to a formal complaint on 22/10/10

**Table G: Summary of Ombudsman Complaints 2010/11**

<b>Date Received</b>	<b>Area</b>	<b>LGO's Summary of Complaint</b>	<b>Departments Involved</b>	<b>Date Response sent</b>	<b>No. of Calendar Days</b>	<b>Date Decision Letter Received</b>	<b>Ombudsman's Decision</b>
22/10/10	Scarcliffe	<b>Formal complaint</b> - Council has failed to carry out adaptations to the home in accordance with a scheme agreed four years ago by DCC occupational therapists	Housing	19/11/10	20		<b>Open, awaiting decision</b>
18/02/11	Clowne	<b>Informal complaint</b> - that the Council did not clear garages during heavy snowfall to enable resident to take to daughter to a hospital appointment	Housing	28/02/11	6	25/03/11	<b>No or insufficient evidence of maladministration</b> Council followed its winter maintenance policy
28/02/11	Glapwell	<b>Formal complaint</b> - Alleged miscalculation of housing and council tax benefit	Revenues	28/03/11	28	08/06/11	<b>No or insufficient evidence of maladministration</b> Council has followed its procedures and more importantly housing benefit regulations



**Table H - Summary of FOI Requests 04/01/11 – 31/03/11**

<b>Date Received</b>	<b>Ref Number</b>	<b>Summary of FOI</b>	<b>Departments Involved</b>	<b>Date Response Sent</b>	<b>No of work days</b>	<b>Information released</b>
03/01/11	288/1011	As of January 2011 how many allotments sites are there in which BDC has access to waiting list data	Planning & Environmental Health	06/01/11	2	Partially (some information not held)
03/01/11	289/1011	All records of annual figures for total number of current employees or ex-employees who have signed compromise agreements directly related to the resolving of disputes/ grievances/ internal/ external investigations/ whistleblowing incidents	Legal	27/01/11	18	No - exemption (exceeds cost ceiling)
03/01/11	290/1011	Copies of letters/emails from the Chief Executive and/or Finance Director addressed to the Communities Secretary regarding the councils budgets in last 6 months				<b>Awaiting clarification of request</b>
05/01/11	291/1011	How many households in total receive the waste collection service	Community & Street Services	07/01/11	2	Yes
05/01/11	292/1011	Response to Local Government Association e-mail of 21/6/10	Legal	27/01/11	16	No information held
05/01/11	268a/1011	Further information re: form LLC1	Legal	14/01/11	7	No information held
06/01/11	293/1011	How much council tax remains uncollected for last financial year and what are the Council's total arrears going back to 1993	Finance & Revenues	27/01/11	15	Yes
07/01/11	294/1011	Name/ address/ type commercial/ residential of each council owned abandoned/ empty/vacant building that has been empty for more than 6 months as end of November 2010	Housing Regeneration	07/02/11	20	Yes
07/01/11	295/1011	Number of computers, desktop, laptops and net books, amount spent on Microsoft products for	ICT	14/01/11	5	Partially - some information

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<b>Date Received</b>	<b>Ref Number</b>	<b>Summary of FOI</b>	<b>Departments Involved</b>	<b>Date Response Sent</b>	<b>No of work days</b>	<b>Information released</b>
		2005 - 2010				provided, also exemption (information available by other means)
10/01/11	296/1011	Value of top 25 past service reserves for current staff in council pension fund, how much does each individual accrue annually	HR & Payroll	11/01/11	1	No information held
11/01/11	297/1011	Full details of committee meeting report in respect of decision to serve winding up petitions	Finance & Revenues Democratic Services	25/01/11	10	No information held
11/01/11	298/1011	Whether council provides staff with guidance on use of language when dealing with one another or the public	Customer Service & Performance	27/01/11	12	Yes
14/01/11	268b/1011	Further request for total number of form LLC1 processed/ certified/ officially stamped in the local Land Charge Section for April 2000 – Dec 2010 with totals for each year	Legal	04/02/11	15	Yes
14/01/11	299/1011	Policy on fly posting with various groups, date introduced, how many fixed penalty notices have been issued	Planning & Environmental Health	04/02/11	15	Partially (some information not held)
11/01/11	286a/1011	Further information regarding staff sickness in each of last 24 months	HR & Payroll	17/01/11	4	No – information not held in format requested
17/01/11	286b/1011	Requires data regarding staff sickness for the last eight quarters in the format we hold	HR & Payroll	11/02/11	19	Partially (some information not

**Table H - Summary of FOI Requests 04/01/11 – 31/03/11**

<b>Date Received</b>	<b>Ref Number</b>	<b>Summary of FOI</b>	<b>Departments Involved</b>	<b>Date Response Sent</b>	<b>No of work days</b>	<b>Information released</b>
						held)
17/01/11	300/1011	How many planning applications received for installation of rooftop solar panels	Planning & Environmental Health	04/02/11	14	Partially (some information not held)
17/01/11	301/1011	Budget for leafleting and posters if data is not held separately from advertising budget please provide that	All departments	14/02/11	20	No - exemption (exceeds cost ceiling) however some information provided
17/01/11	302/1011	Request relating to workplace conflict resolution, how is it dealt with, is it outsourced	HR & Payroll	04/02/11	14	Partially (some information not held)
18/01/11	303/1011	Does council impose a Workplace Parking Levy on local employers	HR & Payroll	04/02/11	13	No information held
18/01/11	304/1011	Questions regarding persons dying intestate with no living blood relatives from 1st June to present	Regeneration	04/02/11	13	Yes
18/01/11	305/1011	Remuneration package for Chief Executive Officer for 2008/9, 2009/10, 2010/11 and 2011/12	HR & Payroll	04/02/11	13	Yes
18/01/11	306/1011	Detailed staff structure charts for Finance, H/R, IT and Policy for authority	HR & Payroll	04/02/11	13	Yes - partially (some NEDDC)
20/01/11	307/1011	Copies of the recent food standards and food hygiene reports carried out for all hospitals within area	Planning & Environmental Health	11/02/11	16	Yes

**Table H - Summary of FOI Requests 04/01/11 – 31/03/11**

<b>Date Received</b>	<b>Ref Number</b>	<b>Summary of FOI</b>	<b>Departments Involved</b>	<b>Date Response Sent</b>	<b>No of work days</b>	<b>Information released</b>
20/01/11	308/1011	Provide complete details of all council houses sold under the Right to Buy Scheme since 1st Jan 2002 to date	Housing	17/02/11	20	No - exemption (exceeds cost ceiling)
20/01/11	309/1011	How much money was allocated to charities and voluntary organisations for 2010/11	Finance & Revenues	11/02/11	16	Partially (some information not held)
17/01/11	310/1011	Identify which services local authority currently makes available to consumers through post office network	CSPD Leisure Community & Street Services Housing Planning & Environmental Health Regeneration Finance & Revenues	04/02/11	14	No information held
24/01/11	311/1011	List of all grants that were made by council for social enterprise/mobility/improvement	Finance & Revenues	16/02/11	17	No - exemption (exceeds cost ceiling)
26/01/11	312/1011	Non domestic Rates and Rates relief for Valuation period 2010 to 2015	Finance & Revenues	18/02/11	17	No - exemption (exceeds cost ceiling)
26/01/11	313/1011	Does council employ an individual/s to ensure authority is meeting its responsibilities under the Equality Act 2010	Customer Service & Performance	14/02/11	13	Partially (some information not held)
26/01/11	314/1011	Business rates related information for Filigree Textiles Carter Lane East South Normanton	Finance & Revenues	15/02/11	14	Yes

**Table H - Summary of FOI Requests 04/01/11 – 31/03/11**

<b>Date Received</b>	<b>Ref Number</b>	<b>Summary of FOI</b>	<b>Departments Involved</b>	<b>Date Response Sent</b>	<b>No of work days</b>	<b>Information released</b>
26/01/11	315/1011	In financial year to date how many employees received redundancy payments	HR & Payroll	15/02/11	14	Partially (some information not held)
27/01/11	316/1011	Information about an issue between Bolsover District Council and CISWO, land owners of Shirebrook Model Village Sports Ground	Leisure	03/02/11	5	Yes
27/01/11	317/1011	Are there any negotiations with Shirebrook Town Council or any other institute to move the Recreation Ground, currently attached to Model Village Sports Ground, to another location	Leisure	03/02/11	5	No information held
28/01/11	318/1011	How many people have been buried in a communal grave since 1st January 2011	Regeneration	15/02/11	13	No information held
28/01/11	319/1011	Copies of instructions given together with confirmation that this person/persons had full authority with BDC to do so	Finance & Revenues Legal	25/02/11	20	Partially - some information provided, also exemption (Legal professional privilege)
27/01/11	320/1011	Information relating to Total Annual Figures for Compromise Agreements etc	Legal	15/02/11	13	Partially (some information not held)
28/01/11	321/1011	Do you have an In House Graphic Design facility, an in house printing facility, does this manage photocopy contracts	Customer Service & Performance	15/02/11	13	Yes
28/01/11	322/1011	Copy of employee code of conduct which outlines the standards expected of Council Officers	HR & Payroll	15/02/11	13	Yes

**Table H - Summary of FOI Requests 04/01/11 – 31/03/11**

<b>Date Received</b>	<b>Ref Number</b>	<b>Summary of FOI</b>	<b>Departments Involved</b>	<b>Date Response Sent</b>	<b>No of work days</b>	<b>Information released</b>
28/01/11	323/1011	Information on Outreach Programme specifically within the Muslim Community	Customer Service & Performance	16/02/11	13	No information held
31/01/11	324/1011	How many properties are there in council tax banding f, g and h	Finance & Revenues	16/02/11	12	Yes
31/01/11	325/1011	Charges to be set or set for searches of the Local Land Charges Register 1.4.11 to 31.3.12	Legal	25/02/11	19	Partially (some information not held)
31/01/11	326/1011	Amount of times the Council has used third party debt recovery agencies in past three years	Finance & Revenues Regeneration	22/02/11	16	Partially (some information not held)
26/01/11	283a/1011	Further request for list of addresses of non-council properties with postcodes	Finance & Revenues	03/02/11	6	No - exemption (information available by other means)
01/02/11	327/1011	Information on how much council employees can claim per mile for using their car, motorbike or bicycle and how much is paid out in mileage allowance per year	HR & Payroll	24/02/11	17	Yes
02/02/11	328/1011	Questions regarding ICT software and storage	ICT	22/02/11	14	Partially (some information not held)
01/02/11	329/1011	What is fee for a temporary road closure, what act does this come under	Democratic Services	16/02/11	11	Yes
02/02/11	330/1011	Request copy of Legal Section staff structure. Looked on website but full structure not available	HR & Payroll	18/02/11	12	Yes

**Table H - Summary of FOI Requests 04/01/11 – 31/03/11**

<b>Date Received</b>	<b>Ref Number</b>	<b>Summary of FOI</b>	<b>Departments Involved</b>	<b>Date Response Sent</b>	<b>No of work days</b>	<b>Information released</b>
02/02/11	331/1011	Information for waste management in relation to NI 191, 192, 193	Community & Street Services	16/02/11	10	Yes
02/02/11	332/1011	Provide details of any cars leased or bought for use by council members or employees in last five years	Finance & Revenues HR & Payroll	01/03/11	19	Partially - still awaiting clarification of part of request
03/02/11	333/1011	How many public health funerals have been carried out since June 2010	Regeneration	16/02/11	9	Yes
04/02/11	334/1011	Number of incidents camera footage has been used by Police as evidence in court since camera installations	Community & Street Services	25/02/11	15	No information held
04/02/11	335/1011	Information about household waste	Community & Street Services	18/02/11	10	Yes
07/02/11	336/1011	How many ICT staff employed, budget spent on ICT, names of director, any special processes the Council goes through with suppliers	ICT	16/02/11	7	Yes
03/02/11	337/1011	Provide details of all contracts held for Grounds Maintenance, Street Cleansing, Residual Household Waste collection and residual household recycle waste collection	Community & Street Services Regeneration	02/03/11	19	Partially - some information provided
03/02/11	338/1011	How much has council spent on hiring celebrities for events etc since January 2008 to date	Customer Service & Performance	16/02/11	9	Partially - some information provided
03/02/11	339/1011	Structure chart for names, numbers of housing, homeless support and maintenance departments	HR & Payroll	18/02/11	11	Yes

**Table H - Summary of FOI Requests 04/01/11 – 31/03/11**

<b>Date Received</b>	<b>Ref Number</b>	<b>Summary of FOI</b>	<b>Departments Involved</b>	<b>Date Response Sent</b>	<b>No of work days</b>	<b>Information released</b>
04/02/11	340/1011	Salary bonuses and overtime to refuse collectors, the 10 highest annual amounts for the years 2008/09 year and the 2009/10 year. For the three biggest amounts in each year please state what proportion of the total pay was salary, bonus and overtime	HR & Payroll	23/02/11	13	No - exemption (exceeds cost ceiling)
04/02/11	341/1011	How many warning letters, statutory notices, fines, fixed penalties in relation to household waste since May 1 2010 and 2009/10	Community & Street Services	23/02/11	13	No information held
04/02/11	342/1011	How much income has the council received from selling personal details so far during the current financial year (2010/11)	Democratic Services	28/02/11	16	Yes
04/02/11	268c/1011	Are figures in response letter included or additional to the forms LLC1 processed as part of a full official search	Legal	18/02/11	10	Yes
08/02/11	343/1011	Naturewatch Local Authority Survey for Stray Dogs and Dog Breeding Establishments	Planning & Environmental Health	24/02/11	12	Yes
09/02/11	344/1011	Confirm what provision is being made in budget to deal with the repayment of fees unlawfully charged over the last six years	Legal	25/02/11	12	No information held
09/02/11	345/1011	For each calendar year beginning Jan1st 2004 number of personal searches of Local Land Charges Register, Official Certificates of Search under Form LLC1	Legal	07/03/11	18	Partially - some information provided
10/02/11	346/1011	How many Private Finance Initiatives (PFI) schemes does authority have and what are they plus further questions	Finance & Revenues	24/02/11	10	No information held



**Table H - Summary of FOI Requests 04/01/11 – 31/03/11**

<b>Date Received</b>	<b>Ref Number</b>	<b>Summary of FOI</b>	<b>Departments Involved</b>	<b>Date Response Sent</b>	<b>No of work days</b>	<b>Information released</b>
14/02/11	347/1011	The number of job losses expected over the next 12 months and the sum expected to be spent on redundancy packages	HR & Payroll	28/02/11	10	No information held
14/02/11	348/1011	Give all firms and organisations with whom BDC have enjoyed a solicitor/client relationship since 2004 or received documents subject to legal professional privilege	Legal	14/03/11	20	Partially -some information provided
14/02/11	349/1011	Business rates related information for Filigree Textiles Carter Lane East South Normanton for period 1/4/11 to 31/3/05	Finance & Revenues	04/03/11	14	Yes
15/02/11	350/1011	What are charges to host a street party, will it be relaxed for Royal Wedding how far in advance do you have to submit request to host one	Democratic Services	28/02/11	9	Partially -some information provided
16/02/11	351/1011	Various questions relating to an investigation undertaken	Legal	11/03/11	17	Partially -some information provided
17/02/11	352/1011	All celebrity speakers paid to attend council functions for years 2005/06, 2006/07, 2007/08, 2009/2010, 2010/11	Customer Service & Performance	01/03/11	8	No information held
17/02/11	353/1011	Questions regarding persons dying with no known next of kin from 14/10/10 to present	Regeneration	01/03/11	8	Partially -some information provided
17/02/11	354/1011	List of council tax and bid accounts that have current overpayment/credit shown for 2008/09 or any other year	Finance & Revenues	10/03/11	15	Partially -some information provided
21/02/11	355/1011	A copy of our hearing procedures for hearings held under the Provisions of the Licensing Act 2003	Legal	08/03/11	11	Yes

**Table H - Summary of FOI Requests 04/01/11 – 31/03/11**

<b>Date Received</b>	<b>Ref Number</b>	<b>Summary of FOI</b>	<b>Departments Involved</b>	<b>Date Response Sent</b>	<b>No of work days</b>	<b>Information released</b>
18/02/11	356/1011	How many new staff posts have been created since 1st May 2010, title, salary	HR & Payroll	04/03/11	10	Yes
18/02/11	357/1011	How many public health funerals have been carried out since November 2010 with no next of kin	Regeneration	02/03/11	8	Partially -some information provided
21/02/11	358/1011	Amount of expenditure through grants to voluntary and community sector organisations for 2010/11 and anticipated amount for 2011/12	Director of Resources	21/03/11	20	Yes
21/02/11	359/1011	Seeking up to date information about primates licensed under the Dangerous Wild Animals Act	Planning & Environmental Health	08/03/11	11	Partially - some information provided
22/02/11	360/1011	Information on Twinning Arrangements, how much spent over last 3 years	Customer Service & Performance	08/03/11	10	No information held
21/02/11	361/1011	Details of council's constitution, policies, rules and or procedures which specifically guides/ recommends or mandates council to limit or exclude electrical work being undertaken under British Standard 7671	Housing Regeneration Legal Democratic Services Procurement	18/03/11	19	No information held
23/02/11	362/1011	Average amount of notice given to changes of funding to voluntary and community sector organisations either to grants or contracts so far during 2010/11	Director of Resources	23/03/11	20	Partially - some information provided
23/02/11	363/1011	Questions on recycling and rubbish plus fixed penalty notices	Community & Street Services Planning & Environmental	17/03/11	16	Partially -some information provided

**Table H - Summary of FOI Requests 04/01/11 – 31/03/11**

<b>Date Received</b>	<b>Ref Number</b>	<b>Summary of FOI</b>	<b>Departments Involved</b>	<b>Date Response Sent</b>	<b>No of work days</b>	<b>Information released</b>
24/02/11	364/1011	Vacant 2010 list Assessment with a Rateable value greater than or equal to £20,000	Finance & Revenues	16/03/11	14	No - exemption (exceeds cost ceiling)
24/02/11	365/1011	For years 2008/9, 2009/10, 2010/11 confirm amount paid under any grants, consultancies or contracts by the public sector	Finance & Revenues Democratic Services Legal	24/03/11	20	Partially - some information provided
25/02/11	366/1011	Questions relating to introduce the Universal Credit and plans to incorporate Housing Benefit within that structure	Finance & Revenues	17/03/11	14	Partially - some information provided
02/03/11	367/1011	Statement of persons nominated/notice of poll for the constituency of Bolsover for Parliamentary Elections on 1st May 1997, 7th June, 2001 and 5th May 2005	Democratic Services	21/03/11	13	No information held
02/03/11	368/1011	Questions on Trade union posts, how much spent on alcohol, how much spent on twinning, five highest redundancy payments	All departments	30/03/11	20	Partially - some information provided – some exemption applied section 40 personal information
03/03/11	369/1011	Cemeteries and burial sites for which Bolsover District Council have responsibility	Regeneration	17/03/11	10	No information held
03/03/11	370/1011	Environmental information relating to Local Land Charges all restrictions imposed on personal searches since September 2005	Legal	30/03/11	19	Partially - some information provided

**Table H - Summary of FOI Requests 04/01/11 – 31/03/11**

<b>Date Received</b>	<b>Ref Number</b>	<b>Summary of FOI</b>	<b>Departments Involved</b>	<b>Date Response Sent</b>	<b>No of work days</b>	<b>Information released</b>
04/03/11	371/1011	Data concerning residential bulky/special waste collections in our area	Community & Street Services	31/03/11	19	Partially - some information provided
04/03/11	372/1011	Information on the level of parish precepts within our authority	Finance & Revenues	09/03/11	3	Yes
04/03/11	319a/1011	Follow up to previous FOI 319 as to name of officer who gave instuction	Finance & Revenues	07/03/11	1	Partially - some information provided
04/03/11	373/1011	List of private hire licence operators listed under BDC	Legal	11/03/11	5	Yes
04/03/11	374/1011	How much has council spent on bottled water, mobile phone costs and taxis over last three years	HR & Payroll Finance & Revenues CEO	01/04/11	20	Partially - some information provided
07/03/11	375/1011	Anyone who has died intestate with no known next of kin since 2nd November 2010 to date	Regeneration	08/03/11	9	Partially - some information provided
07/03/11	376/1011	Provide the council's annual spend on insurance and insurance products	Revenues & Finance	22/03/11	11	Yes
07/03/11	377/1011	Provide an up to date listing of boarding kennels and catteries licensed by the council	Planning & Environmental Health	24/03/11	13	Partially - some information provided

**Table H - Summary of FOI Requests 04/01/11 – 31/03/11**

<b>Date Received</b>	<b>Ref Number</b>	<b>Summary of FOI</b>	<b>Departments Involved</b>	<b>Date Response Sent</b>	<b>No of work days</b>	<b>Information released</b>
07/03/11	378/1011	Environmental Information Regulations 2004, various questions	Legal	23/03/11	12	Partially - some information provided plus exemption available by other means
09/03/11	379/1011	Number of council employees allowed to act full time on trade union business and the amount of tax payers money spent by the council funding full time union officials since 2008	HR & Payroll	23/03/11	10	Partially - some information provided
10/03/11	380/1011	List of all public services that are currently contracted out to the Private Sector	Procurement	31/03/11	15	Yes
11/03/11	381/1011	Record of expenses for Councillor Dooley and Councillor Kelly for year ending 2011	HR & Payroll	24/03/11	9	No exemption available by other means and future publication
11/03/11	382/1011	Further information required from FOI 319 and 319a, names and job descriptions of other people involved in unminuted meeting	Finance & Revenues	08/04/11	20	Yes
11/03/11	383/1011	Details of members of public who have died without any known next of kin etc	Regeneration	23/03/11	8	Partially - some information provided

**Table H - Summary of FOI Requests 04/01/11 – 31/03/11**

<b>Date Received</b>	<b>Ref Number</b>	<b>Summary of FOI</b>	<b>Departments Involved</b>	<b>Date Response Sent</b>	<b>No of work days</b>	<b>Information released</b>
14/03/11	384/1011	Number of royal wedding street party applications received and details of any wedding presents sent	Democratic Services CEPT	23/03/11	7	Partially - some information provided
15/03/11	385/1011	List of all credits held on business rates system as well as credits written away to suspense/control accounts and amounts written off during last 12 months which are due to non individuals	Finance & Revenues	08/04/11	18	Yes
16/03/11	386/1011	Acting on behalf of next of kin for deceased and want to know where to make enquiries	Planning & Environmental Health	23/03/11	5	Yes
16/03/11	387/1011	Disclosure on impact the funding decisions will have on Third Sector Organisations in our area	Director of Resources	25/03/11	7	Partially - some information provided
21/03/11	388/1011	Information on safety issues, accidents and risk assessments for trampolining	Leisure	15/04/11	19	Partially - some information provided
21/03/11	389/1011	Information on CCTV cameras and microchips in rubbish bins	Community & Street Services Regeneration Leisure	13/04/11	17	Partially - some information provided
22/03/11	390/1011	Details of members of public who have died without any known next of kin etc from 23/11/10 to present	Regeneration	25/03/11	3	Partially - some information provided

**Table H - Summary of FOI Requests 04/01/11 – 31/03/11**

<b>Date Received</b>	<b>Ref Number</b>	<b>Summary of FOI</b>	<b>Departments Involved</b>	<b>Date Response Sent</b>	<b>No of work days</b>	<b>Information released</b>
22/03/11	391/1011	Various questions relating to Official Search LLC1 and CON 29	Legal	31/03/11	7	No exemption (available by other means)
24/03/11	392/1011	Make and model of vehicle used for Mayors and/or Chairmans and/or Leader of the council's official engagements	CEPT	01/04/11	6	Partially - some information provided
22/03/11	363a/1011	Further request to FOI 363/1011 clarification on responses given in previous FOI	Finance & Revenues	11/04/11	14	Yes
29/03/11	393/1011	Details of all businesses held on our Food Premises Register	Planning & Environmental Health	20/04/11	16	No exemption (available by other means)
29/03/11	394/1011	Details of members of public who have died without any known next of kin from October 2010	Regeneration	15/04/11	13	Partially - some information provided
29/03/11	395/1011	Various questions on Local Government Association (LGA) funding	Finance & Revenues	19/04/11	15	Partially - some information provided
31/03/11	396/1011	Provide all details of total number of hot/takeaway food retails within area	Planning & Environmental Health	19/04/11	13	Yes
31/03//11	397/1011	How many people did the council house in properties owned by council	Housing	27/04/11	19	Partially - some information provided

**Table I: Freedom of Information Requests by Department 2010/11**

Department/Section	1/4/10- 30/6/10			1/07/10 – 30/9/10			1/10/10 – 31/12/10			4/1/11 – 31/3/11			Total		
	No. of Requests	No. Responded to in time	No. out of time	No. of Requests	No. Responded to in time	No. out of time	No. of Requests	No. Responded to in time	No. out of time	No. of Requests	No. Responded to in time	No. Out of time	No. of Requests	No. Responded to in time	No. out of time
<b>CEO</b>	<b>1</b>	<b>1</b>		<b>4</b>	<b>4</b>					<b>3</b>	<b>3</b>		<b>8</b>	<b>8</b>	
<b>CEPT</b>	<b>2</b>	<b>2</b>		<b>4</b>	<b>4</b>		<b>1</b>	<b>1</b>		<b>4</b>	<b>4</b>		<b>11</b>	<b>11</b>	
<b>Customer Service &amp; Performance</b>	<b>15</b>	<b>15</b>		<b>20</b>	<b>20</b>		<b>3</b>	<b>3</b>		<b>10</b>	<b>10</b>		<b>48</b>	<b>48</b>	
<b>Community &amp; Street Services</b>	<b>6</b>	<b>6</b>		<b>9</b>	<b>9</b>		<b>2</b>	<b>2</b>		<b>12</b>	<b>12</b>		<b>29</b>	<b>29</b>	
<b>Democratic Services</b>	<b>4</b>	<b>4</b>		<b>6</b>	<b>6</b>		<b>4</b>	<b>4</b>		<b>11</b>	<b>11</b>		<b>25</b>	<b>25</b>	
<b>Housing</b>	<b>3</b>	<b>3</b>		<b>11</b>	<b>11</b>		<b>6</b>	<b>6</b>		<b>6</b>	<b>6</b>		<b>26</b>	<b>26</b>	
<b>HR &amp; Payroll</b>	<b>11</b>	<b>11</b>		<b>14</b>	<b>14</b>		<b>11</b>	<b>11</b>		<b>22</b>	<b>22</b>		<b>58</b>	<b>58</b>	
<b>ICT</b>	<b>8</b>	<b>8</b>		<b>9</b>	<b>9</b>		<b>16</b>	<b>16</b>		<b>5</b>	<b>5</b>		<b>38</b>	<b>38</b>	
<b>Legal</b>	<b>11</b>	<b>11</b>		<b>15</b>	<b>15</b>		<b>13</b>	<b>13</b>		<b>21</b>	<b>21</b>		<b>60</b>	<b>60</b>	
<b>Leisure</b>	<b>3</b>	<b>3</b>		<b>6</b>	<b>6</b>		<b>7</b>	<b>7</b>		<b>7</b>	<b>7</b>		<b>23</b>	<b>23</b>	
<b>Planning &amp; Environmental Health</b>	<b>16</b>	<b>16</b>		<b>27</b>	<b>27</b>		<b>22</b>	<b>22</b>		<b>14</b>	<b>14</b>		<b>79</b>	<b>79</b>	
<b>Procurement</b>	<b>4</b>	<b>4</b>		<b>5</b>	<b>5</b>		<b>5</b>	<b>5</b>		<b>4</b>	<b>4</b>		<b>18</b>	<b>18</b>	
<b>Regeneration</b>	<b>9</b>	<b>9</b>		<b>13</b>	<b>12</b>	<b>1*</b>	<b>16</b>	<b>16</b>		<b>18</b>	<b>18</b>		<b>56</b>	<b>55</b>	<b>1</b>
<b>Finance &amp; Revenues</b>	<b>16</b>	<b>16</b>		<b>23</b>	<b>23</b>		<b>13</b>	<b>13</b>		<b>32</b>	<b>32</b>		<b>84</b>	<b>84</b>	
<b>Totals</b>	<b>109</b>	<b>109</b>		<b>166</b>	<b>165</b>	<b>1*</b>	<b>119</b>	<b>119</b>		<b>169</b>	<b>169</b>		<b>563</b>	<b>562</b>	<b>1</b>

\*Extension applied as permitted



Committee:	Executive	Agenda Item No.:	10.
Date:	8th August 2011	Status	Open
Category	3. Part of the Budget and Policy Framework		
Subject:	Compliments, Comments, Complaints and Freedom of Information Requests - 1 <sup>st</sup> April 2011 to 30 <sup>th</sup> June 2011.		
Report by:	Customer Service and Access Officer		
Other Officers Involved	Support Officer		
Director	Chief Executive Officer		
Relevant Portfolio Holder	Councillor E. Watts, Portfolio Holder for Customer Services and Policy and Performance		

#### **RELEVANT CORPORATE AIMS**

CUSTOMER FOCUSED SERVICES – Providing excellent customer focused services

STRATEGIC ORGANISATIONAL DEVELOPMENT – Continually improving our organisation.

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

#### **TARGETS**

Local performance indicators for handling written complaints and Ombudsman complaints.

#### **VALUE FOR MONEY**

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

### **THE REPORT**

To provide information on the number of compliments, comments, complaints, freedom of information and personal data requests for the period 1<sup>st</sup> April 2011 to 30<sup>th</sup> June 2011.

#### **Compliments**

Table A shows the number of written compliments received for the period. In total 45 written compliments were received (the same number as the previous quarter). A good cross section of compliments received from customers

appreciating excellent service, including 9 for the Halle Orchestra event which Leisure ran at the Heritage School, Clowne, 5 compliments concerning the burgundy bin service and 2 appreciating the Dog Fouling and Litter Initiative at South Normanton.

### Comments

Table B shows the number of written comments received for the period. 26 out of the 28 received were responded to within standard (20 working days), with the remaining 2 open and within timescale.

5 comments concerned the proposal to sell the offices at Sherwood Lodge and redevelop the town centre.

Table C shows the above information by department.

### Complaints

#### Stage one

Stage one complaints refer to expressions of dissatisfaction made verbally by customers. The table below provides a breakdown of stage one complaints handled by the Contact Centres by service area and volume for the period 1<sup>st</sup> April 2011 to 30<sup>th</sup> June 2011.

<b>Service Area</b>	<b>01/04/11– 30/06/11</b>	<b>Total</b>
Complaints regarding housing repairs e.g. out of time, quality	0	0
Missed clinical waste collection	16 (5)	16 (5)
Missed domestic or green bin collection	166 (155)	166 (155)
Missed blue box/ burgundy bin collection	205 (201)	205 (201)
<b>Total</b>	<b>387 (361)</b>	<b>387 (361)</b>

The figures in brackets show the number of stage one complaints not resolved by the Contact Centre and passed through to the Community & Street Services department for investigation/action. For the same period Contact Centres handled 8,327 requests for service in total.

#### Stage two

Table D shows the number of stage two or written complaints received for the period by date order. 31 complaints were received during this period, this is significantly up (35%) from last quarter in which we received 23 complaints.

24 of these were responded to within our customer service standard of 20 working days, with the remaining 7 open and within timescale.

Table E shows the above information by department.

### Stage three

Table F shows the number of stage three complaints received for the period by date order. These are complainants who have already made a stage two complaint and still feel dissatisfied. During this period 5 stage three complaints were received, 4 were responded to within standard, with the remaining 1 open and within timescale.

### Ombudsman

Table G shows the status of Ombudsman complaints for 2011/12 as of 12<sup>th</sup> July 2011. During this period 1 formal complaint was investigated without the Council's input and the decision recorded by the Ombudsman was 'outside jurisdiction'.

### Freedom of Information (FOI)

Table H shows the number of requests for 'freedom of information' for the period by date order. Of the 102 requests received (slightly down from 118 last quarter), 86 were responded to within the government standard of 20 working days and the remaining 17 are open and within timescale. Additionally we received 14 further requests which we forwarded to other organisations.

Table I shows the above information by department.

### Personal Data requests (DP)

There were 5 requests made within this quarter, all of which have been dealt with promptly. Although the timescale for Data Protection requests is 40 calendar days, requests made under authority from the Police (for the apprehension/ prosecution of offenders etc.) are dealt with swiftly and responses are sent as soon as possible.

### Performance

A target of 100% has been set for responding to stage two complaints within 20 working days for 2011/12. This should be achieved providing the remaining 7 complaints are responded to within timescale. An update will be provided at the meeting.

## **ISSUES/OPTIONS FOR CONSIDERATION**

The contents of the report.

## **IMPLICATIONS**

Financial: - None

Legal: - None

HR & Payroll: - None

## **RECOMMENDATION**

**That the report be received**

## **REASON FOR DECISION TO BE GIVEN IN ACCORDANCE WITH THE CONSTITUTION**

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

ATTACHMENTS:                   **Y**

Table A: Compliments summary for the period 01/04/11 – 30/06/11

Table B: Comments summary for the period 01/04/11 – 30/06/11

Table C: Comments summary by department 2011/12

Table D: Stage two complaints summary for the period 01/04/11 – 30/06/11

Table E: Stage two complaints summary by department 2011/12

Table F: Stage three complaints summary for the period 01/04/11 – 30/06/11

Table G: Ombudsman complaints summary for 2011/12

Table H: Freedom of information summary for the period 01/04/11 – 30/06/11

Table I: Freedom of information summary by department 2011/12

FILE REFERENCE: - N/A

SOURCE DOCUMENT: - N/A

**Table A: COMPLIMENTS SUMMARY 01/04/11 – 30/06/11**

<b>Date Received</b>	<b>Area</b>	<b>Summary of Compliment</b>	<b>Departments Involved</b>
04/04/11	Canada	Thanks for the 'Visit Britain Familiarisation Group' promoting tourism in Britain. Outstanding itinerary	Regeneration
05/04/11	Bolsover	Thanks to Customer Advisor who was very helpful and went the extra mile with advice when resident was moving house	CSPD (Contact Centres)
19/04/11	Langwith	Thanks to everyone who helped with noise pollution case against neighbours	Planning & Environmental Health
20/04/11	South Normanton	Thanks to everyone who he has dealt with, Benefits, Refuse Collectors and Customer Advisors. Cannot give enough praise – much better than those at the local authority area his daughter lives in	CSPD (Contact Centres) Finance & Revenues Community & Street Services
21/04/11	Bolsover	Thanks to Engineers for rapid response to request for help	Regeneration
21/04/11	Alfreton	Thanks for help and input after a routine compliance inspection test	Planning & Environmental Health
05/05/11	Bolsover	Thanks to Customer Advisor for help in repairs to mother's property	CSPD (Contact Centres)
09/05/11	Langwith	Thanks to Village Sports Development Officer for all support offered during recent inspection at Stubbin Wood School	Leisure
09/05/11	Bolsover	Very impressed with advice and help from Customer Advisor, polite and very efficient	CSPD (Contact Centres)
11/05/11	Creswell	Engineers offer a fantastic service	Regeneration
11/05/11	South Normanton	Thanks to 'enquiries@bolsover' and Senior Engineering Assistant for help with cleaning road sign. Dealt with quickly and efficiently	CSPD Regeneration
12/05/11	Clowne	Thanks for delivery of burgundy bin	Community & Street Services
17/05/11	Whitwell	Thanks to Engineers for quick and efficient service	Regeneration
20/05/11	Bolsover	Thanks to all staff involved in Older Peoples Forum	CEPT Community & Street Services Leisure CSPD
26/05/11	Creswell	Thanks to Housing repairs team for repairs to guttering - they did a good job and were very polite	Housing

**Table A: COMPLIMENTS SUMMARY 01/04/11 – 30/06/11**

<b>Date Received</b>	<b>Area</b>	<b>Summary of Compliment</b>	<b>Departments Involved</b>
26/05/11	Clowne	Thanks to Refuse Operatives who removed their dead cat	Community & Street Services
26/05/11	Matlock	Choir competition enjoyable	Leisure
26/05/11	Bolsover	Thank you for dealing with the dog which keeps straying	Planning & Environmental Health
27/05/11	Bolsover	Choir competition enjoyable	Leisure
27/05/11	Swanwick	Choir competition enjoyable	Leisure
01/06/11	Tibshelf	Thank you to Repairs Operative who attended - carried out the work impeccably and was very well mannered	Housing
03/06/11	Clowne	Thank you to the pest control service	Regeneration
07/06/11	Barlborough	Happy with the service provided by the Contact Centre and Street Services in relation to new burgundy bin	CSPD (Contact Centres) Community & Street Services
06/06/11	Shirebrook	Thanks to Planning for responding so quickly	Planning & Environmental Health
14/06/11	South Normanton	Big thank you for everyone connected with Dog Fouling and Litter Initiative	Community & Street Services
10/06/11	Shirebrook	Thanks to handy van service, helpful and polite	Planning & Environmental Health
20/06/11	Glapwell	Thanks to CAN Ranger for efficient speedy service, very impressed	Community & Street Services
17/06/11	Clowne	Thanks to Environmental Health and Customer Service Advisor for removal of bees	Planning & Environmental Health CSPD (Contact Centres)
19/06/11	Clowne	Praise for introduction of burgundy bin and all round good waste collection service	Community & Street Services
21/06/11	South Normanton	Congratulations for introduction of burgundy bin scheme and for keeping to weekly black bin collection. Excellent service	Community & Street Services
22/06/11	Clowne	Thanks for help from Environmental Health (Commercial) in relation to noise from kennels	Planning & Environmental Health
22/06/11	Shirebrook	Thanks for replacing vandalised seat in Shirebrook Town Park	Regeneration

**Table A: COMPLIMENTS SUMMARY 01/04/11 – 30/06/11**

<b>Date Received</b>	<b>Area</b>	<b>Summary of Compliment</b>	<b>Departments Involved</b>
23/06/11	New Houghton	Wanted to pass on praise for the burgundy bin scheme after reading negative article in the Chad	Community & Street Services
23/06/11	South Normanton	Thanks to everyone connected with Dog Fouling and Litter Initiative event, very well received locally	Community & Street Services Planning & Environmental Health
27/06/11	Fareham	Thanks to support and advice in getting website so well developed and working	CSPD
30/06/11	Shirebrook	Security light to Shirebrook Model Village Residents Association premises now up and working	Regeneration
01/07/11	Unknown	Thanks to all involved in Halle Concert in Clowne. Fantastic event	Leisure
30/06/11	Clowne	Thanks to all involved in Halle Concert in Clowne. Fantastic event	Leisure
30/06/11	Bolsover	Thanks to all involved in Halle Concert in Clowne. Fantastic event	Leisure
30/06/11	Leicester	Thanks to all involved in Halle Concert in Clowne. Fantastic event	Leisure
30/06/11	Tibshelf	Thanks to all involved in Halle Concert in Clowne. Fantastic event	Leisure
30/06/11	Tibshelf	Thanks to all involved in Halle Concert in Clowne. Fantastic event	Leisure
30/06/11	London	Thanks to all involved in Halle Concert in Clowne. Fantastic event	Leisure
30/06/11	London	Thanks to all involved in Halle Concert in Clowne. Fantastic event	Leisure
30/06/11	Derby	Thanks to all involved in Halle Concert in Clowne. Fantastic event	Leisure

**Table B: SUMMARY OF COMMENTS 01/04/11 – 30/06/11**

<b>Date Received</b>	<b>Area</b>	<b>Summary of Comment</b>	<b>Departments Involved</b>	<b>Date Response Sent</b>	<b>No of work days</b>	<b>Summary of Response</b>
04/04/11	Glapwell	Rent for garage plot has increased for last 2 years without a corresponding increase in maintenance	Housing	27/04/11	15	Confirmation that charge for plot is in proportion to overall cost of provision
14/04/11	Clowne	Correspondence sent from the Planning Department is not in large print	Planning & Environmental Health CSPD	11/05/11	16	Apology and letter re-sent along with plans and given option to see a planning officer. Advised that council has made reasonable adjustment
18/04/11	Shuttlewood	Why has council tax increased and money been spent on new signage for Bolsover	Finance & Revenues	10/05/11	13	Increase in council tax was parish precept. The Parish Council and Civic Society responsible for signage
19/04/11	Bolsover	Comments on future of Kitchen Croft and whether Sherwood Lodge offices are to be sold	Regeneration	17/05/11	17	Information given regarding the Kitchen Croft lease and advised regarding possible sale of Sherwood Lodge
20/04/11	Clowne	Unhappy with fact that land adjacent was sold without people being informed	Planning & Environmental Health	27/04/11	3	Land not owned by this Council
27/04/11	Tibshelf	Wants exterior door to bungalow and various adaptations	Housing	24/05/11	18	Responsibility lies with the tenant for fencing and gates. Given County Council contact numbers if requiring a welfare adaptation
27/04/11	Glapwell	Further comments regarding increase in garage rent	Housing	25/05/11	19	Reiterated previous advice with regard to rent charges
05/05/11	Clowne	Why does Council maintain land it does not own.	Planning & Environmental	31/05/11	15	Land is public amenity - but review of land maintained to be



**Table B: SUMMARY OF COMMENTS 01/04/11 – 30/06/11**

<b>Date Received</b>	<b>Area</b>	<b>Summary of Comment</b>	<b>Departments Involved</b>	<b>Date Response Sent</b>	<b>No of work days</b>	<b>Summary of Response</b>
		Planning notices not displayed for the time period required by Planning Law	Health Community & Street Services			carried out. Planning notices displayed in excess of the 21 day period required
10/05/11	Clowne	Ongoing Housing Benefit issues resulted in court summons	Finance & Revenues	06/06/11	18	Advised of benefit overpayment schedule
11/05/11	Pinxton	Duplicate burgundy bin leaflets a waste of taxpayes money	Community & Street Services	31/05/11	12	Advised external funding for leaflets. Important to communicate clearly about a new service and raise awareness
16/05/11	Bolsover	Comments on whether Council offices are being sold and the amount of changes taken place	Regeneration	06/06/11	14	Advised of rationale behind the proposed sale
16/05/11	Shirebrook	Wants to be involved in recycling process and comments about possible problems with burgundy bin scheme	Community & Street Services	24/05/11	6	Informed customer that the recycling scheme has been reviewed and advised of assisted bin collection service
16/05/11	Newton	No room for burgundy bin	Community & Street Services	14/06/11	20	Waste Services manager dealt with customer direct
18/05/11	Barlborough	Comments on trees in Barlborough Country Park	Planning & Environmental Health	19/05/11	1	No breach of planning control in re-positioning of trees. Matter should be taken up with Barlborough Parish Council
17/05/11	Langwith	Questions in relation to burgundy bin and how to present them as have no kerb	Community & Street Services	02/06/11	12	Bins to be picked up from rear of property

**Table B: SUMMARY OF COMMENTS 01/04/11 – 30/06/11**

<b>Date Received</b>	<b>Area</b>	<b>Summary of Comment</b>	<b>Departments Involved</b>	<b>Date Response Sent</b>	<b>No of work days</b>	<b>Summary of Response</b>
19/05/11	Clowne	Claims breach of legal rights, name spelt incorrectly in letter from Planning, unhappy with burgundy bin scheme	Planning Community & Street Services CSPD	17/06/11	20	Reiterated previous advice with regard to land, provided documents in large print and advised about burgundy bin
23/05/11	Tibshelf	Green bins have been missed due to the refuse lorry being unable to access the street because of obstructions	Community & Street Services	17/06/11	18	Cards printed to leave on vehicles and situation to be monitored
23/05/11	Shirebrook	Unhappy with rubbish on streets in Shirebrook possibly leading to a vermin problem	Community & Street Services	17/06/11	18	Rubbish cleared weekly, weed problem to be addressed
26/05/11	Shirebrook	Further comments regarding extended recycling service	Community & Street Services	06/06/11	6	Re-iterated advice about recycling service
27/05/11	South Normanton	Non-response to letter containing comments on a Planning matter	Planning & Environmental Health	20/06/11	15	Given advice and guidelines in relation to the trimming or removing of the hedge. Explained representation process
27/05/11	Pilsley	Put recycling out on day advised and still not collected	Community & Street Services	08/06/11	8	Apologised for incorrect information previously given
07/06/11	Shirebrook	Ball games being played and ball going in to garden	Community & Street Services	29/06/11	16	'No Ball Games' signs not enforceable. CAN Rangers to patrol area on regular basis
22/06/11	Clowne	Further letter in regard to alleged breaches of rights	CSPD	23/06/11	0	Informed we have kept comments on file, nothing to add to previous comments
13/06/11	Bolsover	Further comments about changes taking place at Bolsover and losing familiar	Regeneration	04/07/11	15	Thanked for continued interest. Advised all residents will be kept informed of any future

**Table B: SUMMARY OF COMMENTS 01/04/11 – 30/06/11**

<b>Date Received</b>	<b>Area</b>	<b>Summary of Comment</b>	<b>Departments Involved</b>	<b>Date Response Sent</b>	<b>No of work days</b>	<b>Summary of Response</b>
		landmarks				developments and advised that Council are committed to regeneration of Bolsover town
17/06/11	Shirebrook	Comments that housing applicant went to view potential property - garden overgrown	Housing	06/07/2011	13	Service usually provided when Grounds Maintenance are in the area. Housing Department to investigate
20/06/11	Creswell	Not received a black bin	Community & Street Services	06/07/2011	12	Bin delivered within target time and extra bags of waste collected
22/06/11	Bolsover	Worries over potential proposed developments in Bolsover (Sherwood Lodge)	Planning & Environmental Health			
30/06/11	Bolsover	Concerns over proposed decision to sell land in centre of Bolsover	Regeneration Planning & Environmental Health			

**Table C: Comments Summary by Department 2011/12**

<b>Department/Section</b>	<b>01/04/11 – 30/06/11</b>			<b>01/07/11 – 30/09/11</b>			<b>01/10/11– 31/12/11</b>			<b>04/01/12 – 31/03/12</b>			<b>Total</b>		
	<b>No. of Comments</b>	<b>No. Responded to in time</b>	<b>No. responded to out of time</b>	<b>No. of Comments</b>	<b>No. Responded to in time</b>	<b>No. responded to out of time</b>	<b>No. of Comments</b>	<b>No. Responded to in time</b>	<b>No. responded to out of time</b>	<b>No. of Comments</b>	<b>No. Responded to in time</b>	<b>No. responded to out of time</b>	<b>No. of Comments</b>	<b>No. Responded to in time</b>	<b>No. responded to out of time</b>
<b>Contact Centre</b>															
<b>Customer Service &amp; Performance Department</b>	<b>3</b>	<b>3</b>											<b>3</b>	<b>3</b>	
<b>Community &amp; Street Services</b>	<b>13</b>	<b>13</b>											<b>13</b>	<b>13</b>	
<b>Housing</b>	<b>4</b>	<b>4</b>											<b>4</b>	<b>4</b>	
<b>Legal</b>															
<b>Leisure</b>															
<b>Planning &amp; Environmental Health</b>	<b>8</b>	<b>8</b>											<b>8</b>	<b>8</b>	
<b>Regeneration</b>	<b>4</b>	<b>4</b>											<b>4</b>	<b>4</b>	
<b>Finance &amp; Revenues</b>	<b>2</b>	<b>2</b>											<b>2</b>	<b>2</b>	
<b>Totals</b>	<b>34</b>	<b>34</b>											<b>34</b>	<b>34</b>	

**Table D: Summary of Stage Two Complaints 01/04/11 – 30/06/11**

<b>Date Received</b>	<b>Area</b>	<b>Summary of Complaint</b>	<b>Departments Involved</b>	<b>Date Response Sent</b>	<b>No of work days</b>	<b>Remedy</b>
04/04/11	Pinxton	Says that correspondence has not been answered	Finance & Revenues	27/04/2011	15	Further information required in relation to claim, apology for not responding sooner
11/04/11	Clowne	Queries on benefits and council tax owing	Finance & Revenues	09/05/11	17	Apology for error made in missing off Working Tax Credits however complainant did not advise at the time
11/04/11	Barlborough	Complaint in relation to Planning Application not uploaded onto planning portal	Planning & Environmental Health	20/04/11	7	Planning liaised direct with complainant - confirmation sent
12/04/11	Clowne	Unhappy with lack of correspondence/ organisation when submitting a nomination for Parish Councillor	Legal & Democratic Services	19/04/11	5	CEO liaised direct, confirmed this and gave option to escalate to Stage 3 if required
14/04/11	Whitwell	Not received replacement bin	Community & Street Services CSPD (Contact Centres)	10/05/11	15	Apology for inputting error, original bin found and refund given
14/04/11	Pilsley	Blue box not been emptied	Community & Street Services CSPD (Contact Centres)	17/05/11	20	Contractors to monitor and apology for any inconvenience
15/04/11	Creswell	Request for house but told Housing Department are not letting yet	Housing	17/05/11	19	Advised review carried out on all applicants prior to start of Choice Based Letting, apologised for delay in sending out advice letters
20/04/11	Shirebrook	Reported damp and mould on front door. Unhappy with	Housing	03/05/11	6	Inspection delayed due to adverse weather conditions, no

**Table D: Summary of Stage Two Complaints 01/04/11 – 30/06/11**

<b>Date Received</b>	<b>Area</b>	<b>Summary of Complaint</b>	<b>Departments Involved</b>	<b>Date Response Sent</b>	<b>No of work days</b>	<b>Remedy</b>
		inspectors calling without arranging first. Delays with completion date and wants compensation				sign of rot found but on further inspection new doors ordered and contractors will contact for fitting
20/04/11	South Normanton	Reminder notice received for council tax. Paid for on behalf of account holder but wants to know what this is for and why there is a credit amount	Finance & Revenues CSPD (Contact Centres)	20/05/11	19	Advised standard letter sent out as reminder, advised of data protection and how account holder can get this information
21/04/11	Clowne	Ballot papers when received were open and with a white paper missing	Legal & Democratic Services	11/05/11	11	Apology for inconvenience caused on receiving unsealed ballot papers. Asked for papers to be returned in order for new ones to be issued. Investigating company who handled packing and distribution
03/05/11	Bolsover	Paid council tax on a Saturday, but no information was available, now received reminder	Finance & Revenues CSPD (Contact Centres)	25/05/11	16	Apology for lack of information available at the time of payment
04/05/11	Clowne	Still unhappy with information supplied regarding Disabled facilities Grants and alleged breaches of rights	CSPD Planning & Environmental Health	31/05/11	18	Reiterated previous advice - no breach
04/05/11	Tibshelf	Unhappy that repairs to windows were delayed	Housing	25/05/11	15	Apology for lack of response, however repairs requests not usually acknowledged

**Table D: Summary of Stage Two Complaints 01/04/11 – 30/06/11**

<b>Date Received</b>	<b>Area</b>	<b>Summary of Complaint</b>	<b>Departments Involved</b>	<b>Date Response Sent</b>	<b>No of work days</b>	<b>Remedy</b>
16/05/11	Clowne	Unhappy with lack of response to complaint about barking dogs	Planning & Environmental Health	26/05/11	8	Apologies for delay in response due to high volume of complaints for noise and nuisance in last 2 months and given assurance that procedures put in place so this does not happen again. Complainant now happy with action taken
18/05/11	Bolsover	Unhappy that if permission is given for supermarket in Shirebrook it will ruin all small businesses	Planning & Environmental Health Regeneration	13/06/11	17	Information given about regenerating the area
19/05/11	Barlborough	Has poor housing conditions and would like re-housing	Housing	16/06/11	19	Confirmed eligible for 2 bed house but limited properties available. New front door to be fitted on this year's planned works
26/05/11	Clowne	Registered for Council Tax but not registered on electoral roll	Legal & Democratic Services Finance & Revenues CSPD (Contact Centres)	20/06/11	16	Confirmation details were passed to Democratic Services and form sent out but not returned by deadline. Explanation of process
01/06/11	Clowne	Appealing against suspension from Housing Application list	Housing	13/06/11	8	Advised need to clear housing related debt in order for suspension to be lifted

**Table D: Summary of Stage Two Complaints 01/04/11 – 30/06/11**

<b>Date Received</b>	<b>Area</b>	<b>Summary of Complaint</b>	<b>Departments Involved</b>	<b>Date Response Sent</b>	<b>No of work days</b>	<b>Remedy</b>
02/06/11	Clowne	Unhappy about benefits letters and delay in receiving them	Finance & Revenues	29/06/11	19	Dates and letters explained, copies enclosed
07/06/11	Creswell	Unhappy with behaviour of bailiffs	Finance & Revenues	05/07/11	20	Customer failed to keep to arrangements made to pay council tax, in order to stop bailiffs payments must be made in accordance with agreed arrangement
07/06/11	Clowne	Unhappy with the way a replacement shower was dealt with out of hours	Housing	04/07/11	19	Apologies given as communication between contractor and Council could have been better
09/06/11	Clowne	Unhappy with correspondence received from Benefits Section regarding father's claim	Finance & Revenues	07/07/11	20	Re-iteration of events that the Benefits Section had contacted complainant to arrange a joint visit to explain procedures but complainant declined
14/06/11	Pinxton	Unhappy with response received to letter concerning his mother's council tax account	Finance & Revenues CSPD (Contact Centres)	12/07/11	20	Apology for upset and delay. Explanation that express consent needed to act for a third party (now received)
20/06/11	Shuttlewood	Unhappy with development at rear of property	Planning & Environmental Health			
21/06/11	Bolsover	Unhappy that procedures were not followed at a planning meeting	Legal & Democratic Services	12/07/11	16	Apology given, explanation of process and assurance that it will not happen again



**Table D: Summary of Stage Two Complaints 01/04/11 – 30/06/11**

<b>Date Received</b>	<b>Area</b>	<b>Summary of Complaint</b>	<b>Departments Involved</b>	<b>Date Response Sent</b>	<b>No of work days</b>	<b>Remedy</b>
22/06/11	Whitwell	Unhappy with level of service when handing in housing application form	Housing CSPD (Contact Centres)			
23/06/11	Bolsover	Unhappy that procedures were not followed at a planning meeting	Legal & Democratic Services			
24/06/11	Clowne	Unhappy about the way a noise complaint is being dealt with	Planning & Environmental Health Legal & Democratic Services			
29/06/11	Pinxton	Unhappy with treatment from staff	Finance & Revenues			
29/06/11	South Normanton	Disability scooter fell down gully at side of property and resident was injured	Housing			
29/06/11	Creswell	Unhappy with attitude of CAN Ranger after visit to property	Community & Street Services			

**Table E - Complaints (Stage 2) Summary by Department 2011/12**

Department/Section	01/04/11 – 30/06/11			01/07/11 – 30/09/11			01/10/11- 31/12/11			04/01/12 – 31/03/12			Total 2011/12		
	No. of Complaints	No. Responded to in time	No. responded to out of time	No. of Complaints	No. Responded to in time	No. responded to out of time	No. of Complaints	No. Responded to in time	No. responded to out of time	No. of Complaints	No. Responded to in time	No. responded to out of time	No. of Complaints	No. Responded to in time	No. responded to out of time
Contact Centres	6	6											6	6	
Customer Service and Performance	7	7											7	7	
Community & Street Services	3	3											3	3	
Housing	8	8											8	8	
HR & Payroll															
Legal & Democratic Services	6	6											6	6	
Leisure															
Planning & Environmental Health	8	8											8	8	
Regeneration	1	1											1	1	
Finance & Revenues	10	10											10	10	
<b>Totals</b>	<b>49</b>	<b>49</b>											<b>49</b>	<b>49</b>	

**Table F: Summary of Stage Three Complaints 01/04/11 – 30/06/11**

<b>Date Received</b>	<b>Area</b>	<b>Summary of Complaint</b>	<b>Departments Involved</b>	<b>Date Response Sent</b>	<b>No of work days</b>	<b>Remedy</b>
18/04/11	Hodthorpe	Not happy with response from legal regarding comments in Intouch	Legal & Democratic Services	18/05/2011	20	Reiterated 'Code of practice' in relation to newsletter contents and satisfied that the Council has adhered to it
10/05/11	Bolsover	Neighbour's trees causing damage and alleges they are dangerous	Community & Street Services	03/06/11	17	Reiterated advice given in Stage two response - the tree is not dangerous and as such no action by the Council can be taken
25/05/11	Glapwell	Still not happy regarding rent level for garage site at Glapwell	Legal & Democratic Services Housing	17/06/11	17	Reiterated advice in relation to garage plot contracts and liability for rent and garage removal
09/06/11	Clowne	Does not agree with response regarding Equality Act and Freedom of Information Act	CSPD	06/07/11	19	Confirmation that we have covered all points mentioned in previous correspondence of 13/04/11 and 31/05/11 and our position remains the same
23/06/11	Clowne	Unhappy that applicant has been suspended from the waiting list, claims rights have been breached	Housing			

**Table G: Summary of Ombudsman Complaints 2011/12**

Date Received	Area	LGO's Summary of Complaint	Departments Involved	Date Response sent	No. of Calendar Days	Date Decision Letter Received	Ombudsman's Decision
20/06/11	Shirebrook	Council's regeneration work carried out in 2007/08 was substandard resulting in continuing need for remedial work to correct faults	Regeneration			20/06/11	<b>Outside jurisdiction</b> as the complainant signed off the works at the time and did not raise any dissatisfaction at the time

**Table H - Summary of FOI Requests 01/04/11 – 30/06/11**

<b>Date Received</b>	<b>Ref Number</b>	<b>Summary of FOI</b>	<b>Departments Involved</b>	<b>Date Response Sent</b>	<b>No of work days</b>	<b>Information released</b>
01/04/11	01/1112	Various questions regarding Freedom of Information Requests process	CSPD	11/04/11	6	Partially - some information provided
01/04/11	02/1112	Details of members of public who have died without any known next of kin from 21st December 2010	Regeneration	11/04/11	6	Partially - some information provided
04/04/11	03/1112	How much was spent on Communication pictures of Councillors for the years 2006/07/08/09/10/11	CSPD	11/04/11	5	Partially - some information provided
04/04/11	04/1112	Number of claims following accidents in children's play areas from 2001 to 2010	Finance & Revenues	19/04/11	11	No information held
04/04/11	05/1112	Information regarding changes to local authority funding for the voluntary sector	Finance & Revenues	19/04/11	11	Partially - some information provided
04/04/11	06/1112	Salary information for Chief Executive	HR & Payroll	15/04/11	9	Partially - some information provided
05/04/11	07/1112	Information on budgets overall and Citizens Advice budget and Legal Services budget	Finance & Revenues	03/05/11	20	Yes
06/04/11	08/1112	Copy of fixed penalty notices issued for Section 87/88 of Environment Protection Act 1990 for depositing litter	Planning & Environmental Health	15/04/11	7	Yes
08/04/11	09/1112	How much has authority spent on evicting travellers and gypsies from illegal sites in past three years	Planning & Environmental Health	20/04/11	8	Partially - some information provided
08/04/11	10/1112	Information on the collection, transportation and disposal of Health Care Waste	Community & Street Services	15/04/2011	5	No information held

**Table H - Summary of FOI Requests 01/04/11 – 30/06/11**

<b>Date Received</b>	<b>Ref Number</b>	<b>Summary of FOI</b>	<b>Departments Involved</b>	<b>Date Response Sent</b>	<b>No of work days</b>	<b>Information released</b>
08/04/11	11/1112	Information for existing contracts for structured cabling, fibre optic cabling, wireless point to point installation	ICT	15/04/11	5	Partially - some information provided
11/04/11	12/1112	List of all non-domestic rate accounts that are currently overpaid or in credit	Finance & Revenues	20/04/11	7	Yes
11/04/11	13/1112	List of all non-domestic rate accounts that are currently in receipt of mandatory relief	Finance & Revenues	09/05/11	20	Partially - some information provided, some exempt (personal information)
11/04/11	14/1112	Information on Accounts Receivable processes	Finance & Revenues	21/04/11	8	Partially - some information provided
12/04/11	15/1112	Various questions relating to telephone calls and e-mails	CSPD	06/05/11	18	Partially - some information provided
12/04/11	16/1112	Addresses and brief description and rateable value of all vacant commercial premises with a rateable value over £40,000	Finance & Revenues	21/04/11	7	Yes
13/04/11	17/1112	Headcount of staff, projected headcount for years 2011/12, 12/13, 13/14, plus number of redundancies	HR & Payroll Finance & Revenues CEO	06/05/11	17	Partially - some information provided
13/04/11	18/1112	Details of the credits held on records for ratepayers in respect of payment of Business Rates	Finance & Revenues	06/05/11	17	Yes

**Table H - Summary of FOI Requests 01/04/11 – 30/06/11**

<b>Date Received</b>	<b>Ref Number</b>	<b>Summary of FOI</b>	<b>Departments Involved</b>	<b>Date Response Sent</b>	<b>No of work days</b>	<b>Information released</b>
15/04/11	19/1112	Details of all expenses paid to councillors over past 2 years detailing the item claimed, date, purpose and name	HR & Payroll	13/05/11	20	Partially - some information provided, some exempt (personal information)
15/04/11	20/1112	Details of all spending over £500 transacted by use of credit cards for all council officials and councillors for last 3 years	Finance & Revenues	12/05/11	19	Partially - some information provided, some exempt (personal information)
15/04/11	21/1112	Details of members of public who have died without any known next of kin from 1st June 2010	Regeneration	10/05/11	17	Partially - some information provided
18/04/11	22/1112	Do we provide subsidised accommodation for our employees	HR & Payroll	21/04/11	3	Yes
18/04/11	23/1112	Details of any expenditure made by BDC for the exact sum of £171.03 in financial year 2010/11	Finance & Revenues	10/05/11	16	No information held
19/04/11	24/1112	Various questions on consultants and consultancy and wage bill for permanent staff in 2010/11	All departments	13/05/11	18	Partially - some information provided some exempt (personal information)
19/04/11	25/1112	Contact details of all taxi, mini cab and private hire companies	Legal & Democratic	11/05/11	16	Partially - some information provided

**Table H - Summary of FOI Requests 01/04/11 – 30/06/11**

<b>Date Received</b>	<b>Ref Number</b>	<b>Summary of FOI</b>	<b>Departments Involved</b>	<b>Date Response Sent</b>	<b>No of work days</b>	<b>Information released</b>
21/04/11	26/1112	Information sought regarding a paper that was sent to all councils in March 2011	Legal & Democratic	23/05/11	14	No information held
21/04/11	27/1112	Information on attending award ceremonies and conferences during 2010/11	HR & Payroll	16/05/11	19	Partially - some information provided, some exempt (over the cost ceiling)
21/04/11	28/1112	Information on disabled people in our area, which services we fund, charges, closed or restricted access to services	Housing Leisure	17/05/11	20	Partially - some information provided
21/04/11	29/1112	Information relating to number of recorded home break-ins in last year	Housing	16/05/11	19	No information held – referred to Police Authority
26/04/11	30/1112	Information regarding use of normal dictionary definitions in the Council's Policy statements of the words Fraud, Corruption	Finance & Revenues	20/05/11	17	Partially - some information provided
26/04/11	31/1112	How many staff are based in Brussels	HR & Payroll	16/05/11	14	No information held
26/04/11	32/1112	Details of planning gain as part of supermarket planning applications	Planning & Environmental Health	16/05/11	14	Yes
27/04/11	33/1112	Information on Annual Revenue Budget Return for 2011/12	Finance & Revenues	23/05/11	18	No - Exempt (Information intended for future publication)



**Table H - Summary of FOI Requests 01/04/11 – 30/06/11**

<b>Date Received</b>	<b>Ref Number</b>	<b>Summary of FOI</b>	<b>Departments Involved</b>	<b>Date Response Sent</b>	<b>No of work days</b>	<b>Information released</b>
28/04/11	34/1112	How much spent/ paid out in compensation for accidents due to poor kerbs, pavements, public walkways	Finance & Revenues Regeneration Community & Street Services	18/05/11	14	Yes
29/04/11	35/1112	Name of the company which council is the sole owner plus joint owner with other public bodies plus name of Data Protection Officer and FOI Officer	Finance & Revenues	25/05/11	18	Yes
03/05/11	36/1112	Contact details of certain officers within our organisation	CSPD	05/05/11	2	Partially - some information provided
06/05/11	37/1112	Has council employed or paid for any work to be done by private companies, organisations, individuals or charities since 1st January 2009	Regeneration Finance & Revenues Housing	25/05/11	13	Yes
06/05/11	38/1112	Public Health funerals with no next of kin	Regeneration	20/05/11	10	No information held
06/05/11	39/1112	Questions in relation to court injunctions involving local councils	Legal & Democratic Housing	20/05/11	10	No information held and some exempt (cost ceiling)
06/05/11	40/1112	How many Civil Enforcement officers does we employ for on-street and CCTV enforcement	Community & Street Services Planning & Environmental Health	24/05/11	12	No information held

**Table H - Summary of FOI Requests 01/04/11 – 30/06/11**

<b>Date Received</b>	<b>Ref Number</b>	<b>Summary of FOI</b>	<b>Departments Involved</b>	<b>Date Response Sent</b>	<b>No of work days</b>	<b>Information released</b>
09/05/11	41/1112	Information in relation to court case regarding Land Charges	Legal & Democratic	25/05/11	12	No - Exempt (Legal Privilege)
09/05/11	42/1112	Public Health funerals carried out since January 1st 2011	Regeneration	24/05/11	11	No information held
10/05/11	43/1112	Full details of expense claims for a named councillor for period April 2010 to March 2011	HR & Payroll	26/05/11	12	Yes
11/05/11	44/1112	Details of vacant properties in our authority	Finance & Revenues	25/05/11	10	Yes
11/05/11	45/1112	Information regarding serving soliders, residing in our area, exemptions from council tax payments whilst in theatre	Finance & Revenues	25/05/11	10	No information held
11/05/11	46/1112	How many applications were received to designate an area with Town/Village Green status during 2009, 2010 and 2011 to date	Planning & Environmental Health Legal & Democratic	25/05/11	10	No information held
12/05/11	47/1112	Details of members of public who have died without any known next of kin since 16/02/11 to date	Regeneration	25/05/11	9	No information held
13/05/11	48/1112	Details of current building maintenance and highways maintenance	Regeneration	26/05/11	9	Yes
17/05/11	49/1112	For the period May 17th 2011 to present have we recruited any staff from outside the United kingdom	HR & Payroll	26/05/11	7	No information held

**Table H - Summary of FOI Requests 01/04/11 – 30/06/11**

<b>Date Received</b>	<b>Ref Number</b>	<b>Summary of FOI</b>	<b>Departments Involved</b>	<b>Date Response Sent</b>	<b>No of work days</b>	<b>Information released</b>
18/05/11	50/1112	Information request for dog bins in our area	Community & Street Services	26/05/11	6	Yes
19/05/11	51/1112	In each of last 3 years how many households have reported a bed bug infestation to the council	Regeneration	26/05/11	5	Yes
20/05/11	52/1112	Information on pest control service	Regeneration Community & Street Services	26/05/11	4	Yes
20/05/11	53/1112	Request the last three food hygiene inspection reports for a provider of catering services to schools	Planning & Environmental Health	26/05/11	4	Yes
24/05/11	54/1112	Vacant industrial properties	Finance & Revenues	26/05/11	2	Yes
23/05/11	55/1112	Credit balances on non-domestic rates accounts from 1st April 1990	Finance & Revenues	09/06/11	12	Yes
25/05/11	56/1112	Addresses and rateable value of empty commercial properties with rateable value in excess of £45,000	Finance & Revenues	14/06/11	14	Yes
26/05/11	57/1112	The minimum limit the council sets for its general reserve balances	Finance & Revenues	16/06/11	15	Partially - some information provided
26/05/11	58/1112	Transaction data held through Management Information systems showing basic/Level 1, Level 2 or Level 3 data for all cards over a period of six years	Finance & Revenues	13/06/11	12	No information held

**Table H - Summary of FOI Requests 01/04/11 – 30/06/11**

<b>Date Received</b>	<b>Ref Number</b>	<b>Summary of FOI</b>	<b>Departments Involved</b>	<b>Date Response Sent</b>	<b>No of work days</b>	<b>Information released</b>
26/05/11	59/1112	How many people are currently on Bolsover District Council's housing list	Housing Planning & Environmental Health	03/06/11	5	Yes
26/05/11	60/1112	Addresses and rateable value of non domestic rates assessments with rateable value in excess of £30,000	Finance & Revenues	14/06/11	13	Partially – some exempt (personal information)
27/05/11	61/1112	How many free parking spaces are provided to council staff and what is daily charge to members of public using nearest council-run car park	Regeneration	31/05/11	1	Yes
27/05/11	62/1112	Salary and job description for FOI Officers	CSPD	06/06/11	5	Yes
26/05/11	63/1112	The earnings of current tenants	Housing	01/06/11	3	No information held
28/05/11	64/1112	No. of part-time/ full-time staff employed/ off sick within last 2 years	HR & Payroll	07/06/11	6	Yes
30/05/11	65/1112	Staff numbers for named departments. Number of fee earning applications received by Building Control	HR & Payroll Joint Building Control	03/06/11	3	Yes
31/05/11	66/1112	Advice on what decoration and behaviour is acceptable in graveyards and what is not	Planning & Environmental Health	02/06/11	2	No information held
01/06/11	67/1112	Details of social media courses or training provided to Council staff in last 2 years	HR & Payroll CSPD	20/06/11	13	Partially - some information provided

**Table H - Summary of FOI Requests 01/04/11 – 30/06/11**

<b>Date Received</b>	<b>Ref Number</b>	<b>Summary of FOI</b>	<b>Departments Involved</b>	<b>Date Response Sent</b>	<b>No of work days</b>	<b>Information released</b>
03/06/11	68/1112	Information on members of public who have died without any known next of kin or those people who have died with a named next of kin that cannot be traced	Planning & Environmental Health	22/06/11	13	No information held
03/06/11	69/1112	Information on Council Tax	Finance & Revenues	22/06/11	13	No information held
07/06/11	70//1112	Wireless communications/ use of street furniture	Regeneration	20/06/11	9	Partially - some information provided
07/06/11	71/1112	Credit card statements for all government procurement cards/ list of procurement cards used by staff	Finance & Revenues	22/06/11	11	No information held
07/06/11	72/1112	How many tickets the Council has applied for and total amount spent on tickets for 2012 Olympics	Finance and Revenues	22/06/11	11	No information held
09/06/11	73/1112	Hard copy of all registered licensed Houses in Multiple Occupation on Public Register	Planning & Environmental Health	22/06/11	9	No – exempt (information available by other means)
08/06/11	74/1112	Transactions to creditors on the latest supplier payments over £500	Finance & Revenues	14/06/11	4	Yes
09/06/11	75/1112	How many incidents where refuse collectors were assaulted by members of public and how many days lost as a result of injuries	Community & Street Services	22/06/11	9	No information held
09/06/11	76/1112	A list of credit balances owing to incorporated companies in respect of national non-domestic rates.	Finance & Revenues	30/06/11	15	Yes

**Table H - Summary of FOI Requests 01/04/11 – 30/06/11**

<b>Date Received</b>	<b>Ref Number</b>	<b>Summary of FOI</b>	<b>Departments Involved</b>	<b>Date Response Sent</b>	<b>No of work days</b>	<b>Information released</b>
10/06/11	77/1112	Number of lap dancing/strip clubs in council's area and whether adopting the new licensing	Legal & Democratic	22/06/11	8	No information held
13/06/11	79/1112	Date of next tender for Collection and Disposal of WEEE and batteries for the council	Community & Street Services	22/06/11	7	No information held
14/06/11	80/1112	Persons dying with no known next of kin since 04/03/11 to present day	Environmental Health	22/06/11	6	No information held
13/06/11	81/1112	List of standards, number of bus shelters and billboard specification and test method	Regeneration	22/06/11	7	No information held
14/06/11	82/1112	Information concerning the effectiveness of enforcement activities in the private rented sector	Planning & Environmental Health	12/07/11	20	Partially - some information provided
15/06/11	83/1112	Names, job title, address, telephone number, email for director or head of service or manager for various departments	CSPD	20/06/11	3	No – exempt (information available by other means)
20/06/11	84/1112	Copy of Bolsover Travel policy	HR & Payroll Legal & Democratic	13/07/11	17	Partially - some exempt (information available by other means)
20/06/11	85/1112	Information relating to hackney carriage and private hire vehicle numbers as at 1st April 2011	Legal & Democratic	11/07/11	15	Yes
20/06/11	86/1112	Dates of all correspondence with solicitors on subject of fees for personal searches of local land charges register	Legal & Democratic			
21/06/11	87/1112	How many empty dwellings were there within the district as at 31st March 2011	Finance & Revenues			

**Table H - Summary of FOI Requests 01/04/11 – 30/06/11**

<b>Date Received</b>	<b>Ref Number</b>	<b>Summary of FOI</b>	<b>Departments Involved</b>	<b>Date Response Sent</b>	<b>No of work days</b>	<b>Information released</b>
			Regeneration Housing			
21/06/11	88/1112	Spending by Chief Executive on Council procurement card or credit card in 08/09, 09/10 and 10/11. Plus relocation allowances paid to CEOs in all financial years from 2004/05	Finance & Revenues			
22/06/11	89/1112	Information relating to air travel paid for by the Council during 2009/10, 2010/11, 2011/12 to date	HR & Payroll			
23/06/11	90/1112	Cost of councillors photographs on web site and rationale for updated photos	CSPD			
23/06/11	91/1112	Sum of expenses paid to Chief Executive for each of the financial years 08/09, 09/10 and 10/11	HR & Payroll			
23/06/11	92/1112	Number of council meetings attended by every councillor since 6th May 2010 to present	Legal & Democratic			
07/06/11	65a/1112	Request to re-use information provided in an earlier request 65/1112	CSPD	28/06/11	15	Yes – with conditions for re-use of information
23/06/11	93/1112	Details of all conferences, training, away days and leisure activities attended by CEO in 2008/09, 2009/10, 2010/11	HR & Payroll			
24/06/11	94/1112	Persons dying with no known next of kin since March 2011 to present day	Regeneration			

**Table H - Summary of FOI Requests 01/04/11 – 30/06/11**

<b>Date Received</b>	<b>Ref Number</b>	<b>Summary of FOI</b>	<b>Departments Involved</b>	<b>Date Response Sent</b>	<b>No of work days</b>	<b>Information released</b>
24/06/11	95/1112	Publicity paid for by Council during 09/10, 10/11, 11/12 to date	CSPD HR & Payroll Legal & Democratic Planning & Environmental Health			
24/06/11	96/1112	Information on council staff who were suspended from their position while still being paid during 09/10, 10/11, 11/12 to date	HR & Payroll			
27/06/11	97/1112	What is funniest moment whilst working for council of the person whose surname is last alphabetically on council's payroll	CSPD	29/06/11	2	No information held
27/06/11	98/1112	Breakdown of basic salary of council staff broken down to salary bands for 08/09 and 09/10	HR & Payroll	30/06/11	3	Requester cancelled request
29/06/11	99/1112	Cost per annum of the Post Office delivering the Bolsover Intouch paper to every household	CSPD			
29/06/11	100/1112	How many cheques were issued in total to individuals and organisations between 1st April 2010 and 31st March 2011	Finance & Revenues			
29/06/11	101/1112	Number of animal licences issued by council during financial year 2010/11	Regeneration			
29/06/11	102/1112	Confirmation on who was liable for a property in Bolsover from 2000 to 2004	Finance & Revenues			



**Table I: Freedom of Information Requests by Department 2011/12**

Department/Section	1/4/11- 30/6/11			1/07/11 – 30/9/11			1/10/11 – 31/12/11			4/1/12 – 31/3/12			Total		
	No. of Requests	No. Responded to in time	No. out of time	No. of Requests	No. Responded to in time	No. out of time	No. of Requests	No. Responded to in time	No. out of time	No. of Requests	No. Responded to in time	No. Out of time	No. of Requests	No. Responded to in time	No. out of time
CEO	1	1											1	1	
CEPT															
Customer Service & Performance	13	13											13	13	
Community & Street Services	8	8											8	8	
Legal & Democratic	11	11											11	11	
Finance & Revenues	33	33											33	33	
Housing	7	7											7	7	
HR & Payroll	19	19											19	19	
ICT	1	1											1	1	
Leisure	2	2											2	2	
Planning & Environmental Health	14	14											14	14	
Procurement															
Regeneration	16	16											16	16	
<b>Totals</b>	<b>125</b>	<b>125</b>											<b>125</b>	<b>125</b>	

Committee:	Executive	Agenda Item No.:	11.
Date:	8 <sup>th</sup> August 2011	Status	Open
Category	3. Part of the Budget and Policy Framework		
Subject:	Local Government Ombudsman's Annual Review Letter		
Report by:	Customer Service and Access Officer		
Other Officers Involved			
Director	Chief Executive Officer		
Relevant Portfolio Holder	Councillor E. Watts, Portfolio Holder for Customer Services and Policy and Performance.		

### **RELEVANT CORPORATE AIMS**

CUSTOMER FOCUSED SERVICES – Providing excellent customer focused services

STRATEGIC ORGANISATIONAL DEVELOPMENT – Continually improving our organisation.

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

### **TARGETS**

Local Performance Indicators CSP3 and CSP4 for number of complaints and response times

### **VALUE FOR MONEY**

N/A

## **THE REPORT**

### **Purpose**

To provide information contained within the Annual Review 2010/11 from the Local Government Ombudsman (LGO).

The letter is in a slightly different format this year. It still contains an annual summary of statistics on the complaints made about the Authority for the year ending 31 March 2011 but the covering letter provides no additional comments. The letter provides more information about the changes affecting

the Local Government Ombudsman. Both the letter and the statistical report have been appended for your information.

Key points from the Statistical Report:

- The LGO received 12 enquiries and complaints during 2010/11, of which 8 were forwarded to the Investigative Team.
- Our average response time to first enquiries was 26.5 days, slightly longer than our 2009/10 performance (25.3 days) but within the LGO's target of 28 days.
- The LGO decided 6 complaints, 2 were found to have insufficient evidence of maladministration, 1 was discontinued at the Ombudsman's discretion and 3 resulted in a local settlement.

### **ISSUES/OPTIONS FOR CONSIDERATION**

None

### **IMPLICATIONS**

Financial: - None

Legal: - None

Human Resources: None

### **RECOMMENDATION**

**That Executive receive the report and the LGO Annual Review 2010/11.**

### **REASON FOR DECISION TO BE GIVEN IN ACCORDANCE WITH THE CONSTITUTION**

To keep Members informed of performance in dealing with Ombudsman complaints

ATTACHMENTS: - Annual Review Letter 2010/11 dated 24<sup>th</sup> June 2011

FILE REFERENCE:

SOURCE DOCUMENT:

# Local Government OMBUDSMAN

24 June 2011

Mr W Lumley  
Chief Executive  
Bolsover District Council  
Sherwood Lodge  
Bolsover  
CHESTERFIELD S44 6NF

Dear Mr Lumley

## **Annual Review Letter**

I am writing with our annual summary of statistics on the complaints made to me about your authority for the year ending 31 March 2011. I hope the information set out in the enclosed tables will be useful to you.

The statistics include the number of enquiries and complaints received by our Advice Team, the number that the Advice Team forwarded to my office and decisions made on complaints about your council. Not all complaints are decided in the same year that they are received. This means that the number of complaints received and the number decided will be different.

The statistics also show the time taken by your authority to respond to written enquiries and the average response times by type of authority.

## ***Communicating decisions***

We want our work to be transparent and our decisions to be clear and comprehensible. During the past year we changed the way we communicate our decisions and reasons. We now provide a stand-alone statement of reasons for every decision we make to both the citizen who has complained and to the council. These statements replace our former practice of communicating decisions by letter to citizens that are copied to councils. We hope this change has been beneficial and welcome comments on this or any other aspect of our work.

In April 2011 we introduced a new IT system for case management and revised the brief descriptions of our decisions. My next annual letter will use the different decision descriptions that are intended to give a more precise representation of complaint outcomes and also add further transparency to our work.

Beverley House  
17 Shipton Road  
York  
YO30 5FZ

T: 01904 380200  
F: 01904 380269  
W: [www.lgo.org.uk](http://www.lgo.org.uk)

**Advice Team: 0300 061 0614**

**Anne Seex**  
Local Government Ombudsman  
**Michael King**  
Deputy Ombudsman

### ***Extended powers***

During 2010/11 our powers were extended to deal with complaints in two significant areas.

In October 2010 all complaints about injustice connected to adult social care services came under our jurisdiction. The greater use of direct payments and personalised budgets mean that it is particularly important for us to be able to deal with such complaints irrespective of whether a council has arranged the care. The increasing number of people who arrange and pay for their own social care now have the right to an independent and impartial examination of any complaints and concerns they may have about their care provider.

In the six months to April 2011 we received 75 complaints under our new adult social care powers. Between 2009/10 and 2010/11 complaints about care arranged or funded by councils doubled from 657 to 1,351.

The Apprenticeships, Skills, Children & Learning Act 2009 introduced powers for us to deal with complaints about schools by pupils or their parents. This was to be introduced in phases and currently applies in 14 council areas. By the end of 2010/11 we had received 169 complaints about schools in those areas and 183 about schools in other areas where we had no power to investigate. The Education Bill currently before Parliament proposes to rescind our new jurisdiction from July 2012.

Our new powers coincided with the introduction of Treasury controls on expenditure by government departments and sponsored bodies designed to reduce the public spending deficit. This has constrained our ability to inform care service users, pupils and their parents of their new rights.

### ***Assisting councils to improve***

For many years we have made our experience and expertise available to councils by offering training in complaint handling. We regard supporting good complaint handling in councils as an important part of our work. During 2010/11 we surveyed a number of councils that had taken up the training and some that had not. Responses from councils where we had provided training were encouraging:

- 90% said it had helped them to improve their complaint handling
- 68% gave examples of how the knowledge and skills gained from the training had been applied in practice
- 55% said that complaints were resolved at an earlier stage than previously
- almost 50% said that citizens who complained were more satisfied.

These findings will inform how we develop and provide training in the future. For example, the survey identified that councils are interested in short complaint handling modules and e-learning.

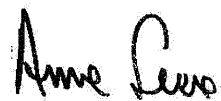
Details of training opportunities are on our web site at [www.lgo.org.uk/training-councils/](http://www.lgo.org.uk/training-councils/)

More details of our work over the year will be included in the 2010/11 Annual Report. This will be published on our website at the same time as the annual review letters for all councils (14 July).

Page 3  
Mr W Lumley

If it would be helpful to your Council I should be pleased to arrange for me or a senior manager to meet and explain our work in greater detail.

Yours sincerely

A handwritten signature in black ink that reads "Anne Seex". The signature is written in a cursive style with a large initial 'A'.

Anne Seex  
Local Government Ombudsman

For information on interpretation of statistics click on this link to go to [www.lgo.org.uk/CouncilsPerformance](http://www.lgo.org.uk/CouncilsPerformance)

### LGO Advice Team

Enquiries and complaints received	Benefits & Tax	Corporate & Other Services	Education & Childrens Services	Environmental Services & Public Protection & Regulation	Highways & Transport	Housing	Other	Planning & Development	Total
Formal/informal premature complaints	0	1	0	0	0	3	0	0	4
Advice given	0	0	0	0	0	0	0	0	0
Forwarded in investigative team (resubmitted)	1	0	0	0	1	0	0	0	2
Forwarded to investigative team (new)	1	0	0	1	1	1	0	2	6
<b>Total</b>	<b>2</b>	<b>1</b>	<b>0</b>	<b>1</b>	<b>2</b>	<b>4</b>	<b>0</b>	<b>2</b>	<b>12</b>

### Investigative Team

Decisions	Reports: maladministration and injustice	Local settlements (no report)	Reports: Maladministration no injustice	Reports: no Maladministration	No Maladministration (no report)	Ombudsman's discretion (no report)	Outside jurisdiction	Total
<b>2010 / 2011</b>	<b>0</b>	<b>3</b>	<b>0</b>	<b>0</b>	<b>2</b>	<b>1</b>	<b>0</b>	<b>6</b>

No adult social care decisions were made in the period

**Provisional comparative response times 01/04/2010 to 31/03/2011**

Response times	First enquiries	
	No of first Enquiries	Avg no of days to respond
01/04/2010 / 31/03/2011	4	26.5
2009 / 2010	4	25.3
2008 / 2009	3	24.7

Types of authority	<= 28 days %	29 - 35 days %	> = 36 days %
District councils	65	23	12
Unitary authorities	59	28	13
Metropolitan authorities	64	19	17
County councils	66	17	17
London boroughs	64	30	6
National parks authorities	75	25	0



Committee:	Executive	Agenda Item No.:	12.
Date:	8 <sup>th</sup> August 2011	Category	3
Subject:	Risk Register Review	Status	open
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 E. Watts, Leader of the Council		

### **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 updates Members on progress with Risk Management relative to the previous report in the last quarter of 2010/11. In particular it provides details of the latest review of both Operational and Strategic Risk Registers.
2. 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 overleaf shows the changes in identified risks over this period which now incorporates the split to each of the 3 scrutiny committees. Strategic risks are reviewed at SMT.

Previously Reported	ALL RISKS AS OF JUNE 2011	Current Assessment	Improvement	Safe & Inclusive	Sustainable Communities
213	<b>TOTAL IDENTIFIED RISKS</b>	<b>210</b>			
186	Total Operational risks	185	83	44	58
13	➤ New risks	1	1	0	0
39	➤ Amended risks	4	0	2	2
17	➤ Deleted risks	2	2	0	0
27	Total Strategic risks	25	-	-	-
0	➤ New risks	1	-	-	-
1	➤ Amended risks	1	-	-	-
0	➤ Deleted risks	3	-	-	-

	'RESIDUAL' SCORE >=8		<i>Appendix 1</i>		
31	Not yet completed (NYC)	29	-	-	-
22	Operational risks	21	1	7	13
12	➤ Amended risks	3	0	2	1
9	Strategic risks	8	-	-	-
0	➤ New risks	1	-	-	-
0	➤ Deleted risks	2	-	-	-

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

	<b>PROJECTS</b>				
45	Project Risks - Operational	45	9	4	32
1	Project Risks - Strategic	2	-	-	-
7	Residual >=8 (NYC)	7	0	2	5
7	Operational risks	7	0	2	5

	<b>HEALTH &amp; SAFETY</b>				
35	Health & Safety - Operational	33	12	16	5
2	Health & Safety - Strategic	2	-	-	-
4	Residual >=8 (NYC)	3	0	1	2
4	Operational risks	3	0	1	2

- 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.

4. 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.
5. Summary of new risks:
  - Improvement Scrutiny
  - FIN011 - A financial institution in which we have an investment is unable to repay the sum due. Residual score is 4, therefore does not appear within the appendix.
  - All Scrutinies (Strategic)
  - SR29 - Strategic Alliance -The current risks are that the Alliance fails; there is insufficient capacity to deliver and with possible employee morale issues. This appears in the report with a residual score of 12.

In addition, future updates will detail further consideration of the associated with the Strategic Alliance and Project Horizon.

6. Summary of deleted risks:
  - Improvement Scrutiny
  - 2006/04 (Democratic) – Accident caused by courier car. Courier service to be discontinued.
  - 2006/06 (Democratic) – Fire in post room. Post opening and scanning relocated.
  - All Scrutinies (Strategic)
  - SR2 – CAA/LAA/SNT, loss of funding. Reviewed at SMT and removed from the register due to their abolition.
  - SR4 – Single status. Reviewed at SMT and removed from the register.
  - SR18 – Relocation of Depot. Site built and relocation completed.
7. The Executive’s views are sought as to whether the current categories (partnership, projects and health and safety), are required to be recorded within the master risk register, and if so, whether it’s necessary to report them, albeit summarised, to committee. These were introduced after comments by External Audit during a previous use of resources assessment. Things have moved on since then such that we have the Partnership protocol etc.

8. The Business Risk Group continues to meet on a regular basis and make use of the Council's insurance broker (AON) for advice and guidance.
9. Members were invited to attend a Risk Management Awareness training session on 7<sup>th</sup> July 2011, to increase understanding and have a better knowledge of risk management and its practical application within the Council. This was undertaken by a Risk Manager from the Council's insurer at no cost. Thirteen Members attended the session, who gave positive feedback, scoring 4's and 5's on their learning and development forms.
10. The Council is currently undertaking an insurance tender process to test the market. Good and effective risk management practices and strategy should reduce insurance claims and therefore limit the impact of future escalating premiums.
11. This report has been submitted to the three Scrutiny Committees in July. Their comments will be reported verbally to the Executive. The report will also be presented for information to the Audit committee on 19<sup>th</sup> September.

## **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.

## **RECOMMENDATIONS**

1. **That the contents of the report be noted**
2. **Consideration be given to the requirements for future reporting of the sub categories of risk for partnerships, health & safety and project risks.**

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

RESIDUAL >= 8					Master Risk Register 2011							APPENDIX 1			
Ref	Department Risk Owner	Brief Description of Potential 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		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		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		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		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		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	2010/11 underspend by £85K (£106K underspend in previous year). Commitments now exceed £215K and spend to June £47K, against £481K budget.
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			PR	As above

RESIDUAL >= 8		Master Risk Register 2011										APPENDIX 1			
Ref	Department Risk Owner	Brief Description of Potential 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 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			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	Project Management - 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	Project Management -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): 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
Regen 7	Head of Regeneration	Property Management - Injury at Pleasley Vale Mills	Regeneration	Sustainable Communities	4	3	12	4	3	12	Ongoing		A	HS	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.

RESIDUAL >= 8					Master Risk Register 2011							APPENDIX 1			
Ref	Department Risk Owner	Brief Description of Potential 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 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	<b>Asbestos Management</b> - 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		HS	Introduction of new policies procedures and working methods. New system for identifying, assessing & managing asbestos materials where the council has responsibility. Monitored by Asset Management Group. June 2009 update - training of key staff recently taken place, surveys undertaken, roles defined. Oct 2010 new systems in place appears to be running well. Monitoring taking place and risk to be reviewed in 2011/12.	
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. <u>Risks associated with Partnerships</u>  Information, Communication & Governance • Any infringement of Data Protection Act, Information Sharing etc. • Inappropriate storage and handling of information. Personnel • Unfair dismissal claims. • Redundancy claims. • Equal Opportunities legislation claims. • Accident claims. • Job evaluation re-grades. Property	Social Inclusion	Safe & Inclusive	4	2	8	4	2	8	Quarterly review	A	PS	Partnership Agreement / Service level agreements / Concordats in place.	
SR1	SMT	<b>Capacity issues</b> 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. Strategic Alliance risks considered separately.	
SR5	SMT	<b>Budget / efficiency pressures</b> 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	<b>Inadequate Risk and Business Continuity Management</b> 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	<b>Asset management</b> 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	<b>Workforce related issues</b> Range from 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	<b>Fraud and Corruption</b> 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 and Internal Audit. Recent results positive - Chartermark award. New corruption act included within new contract contract procedure rules.	

Ref	Department Risk Owner	Brief Description of Potential 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					
SR 28	SMT	<b>Contractor Failure</b> 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	
SR 29	SMT	<b>Strategic Alliance</b> The current risks are that the Alliance fails; there is insufficient capacity to deliver and with possible employee morale issues.	All	All	4	3	12	4	3	12	Quarterly review		N	PR Agreement to be established, structure agreed and posts filled.	
<b>Total number of risks 29</b>															



Committee:	Executive	Agenda Item No.:	13.
Date:	8 <sup>th</sup> August 2011	Status	Open
Category:	3. Part of the Budget and Policy Framework		
Subject:	The Council's Provisional Outturn 2010/11		
Report by:	Head of Finance and Revenues		
Other Officers Involved	Chief Accountant		
Director	Director of Resources		
Relevant Portfolio Holder	Councillor E. Watts, Portfolio Holder for Customer Services and Policy and Performance.		

#### **RELEVANT CORPORATE AIMS**

STRATEGIC ORGANISATIONAL DEVELOPMENT – to continually improve the efficiency and effectiveness of all Council Services.

#### **TARGETS**

None.

#### **VALUE FOR MONEY**

The budget process for 2010/11 challenged existing spending levels and new spending levels to ensure that resources were used effectively and supported the delivery of the Corporate Aims and Objectives.

#### **THE REPORT**

The Council's Outturn figures for 2010/11 have now been substantially completed.

The report shows actual performance against the current approved budget, however, changes may still occur as the accounts have yet to be audited.

#### **ISSUES FOR CONSIDERATION**

The report is accompanied by a booklet, entitled "Provisional Outturn 2010/11" which includes supporting information relating to the key issues covered in this report.

## General Fund

A summary of the provisional net spending for 2010/11 on General Fund services is shown on the white pages of the Provisional Outturn 2010/11 document. The total net expenditure on General Fund is anticipated to be £420,124 more than the estimated outturn.

It should be noted that Investment Income includes interest payments of £142,061 due from Landsbanki. However, in 2010/11 we are required to reflect the full impact of the impairment of the investment which has been included in the financing and investment section of the accounts. This amounts to £734,884. The net effect of these two entries has been to reduce General Fund balances by £592,823. General Fund will be credited with notional investment income each year until the claim is settled. Should any of the investment be recoverable in future years the General Fund will be credited with the repayment. The latest guidance indicates that we will recover 94.86% over the next 8 years.

This year the accounts have been amended to be compliant with International Financial Reporting Standards (IFRS). Part of the adjustments has been the reclassification of leases which has led to an underspend on the Corporate Aims of £243,090. This does not affect the General Fund balance because there has been a compensating adjustment in debt charges.

A summary of the other main variations are as follows:-

<b>Cost Centre</b>	<b>Description of Variance</b>	<b>£</b>
<b><i>Customer Focused Services</i></b>		
Housing Benefits	<ul style="list-style-type: none"><li>➤ Increase in bad debt provision not as high as expected due to reduction in expected level of overpayments. Offset by reduction in income – see below.</li><li>➤ Net reduction in subsidy received</li><li>➤ Reduction in expected income from benefit overpayments</li></ul>	(155,243)  38,268 241,984
Council Tax/NNDR	<ul style="list-style-type: none"><li>➤ Increase in costs recovered through court fees</li></ul>	(10,986)
<b><i>Environment</i></b>		
Food Safety	<ul style="list-style-type: none"><li>➤ Salaries saving – Vacant post</li></ul>	(20,412)
Depot - Riverside	Net savings in gas and electricity charges. Budgets originally transferred from old depot.	(18,049)

Planning Development Control	<ul style="list-style-type: none"> <li>➤ Salaries Savings – Maternity Leave</li> <li>➤ Lower than expected income from planning application fees (shortfall to be met from reserves)</li> </ul>	(10,367) 197,583
Planning Enforcement	➤ Income received for rechargeable works – not expected this year. Funding in budgets from reserves.	(40,167)
Planning Policy	➤ Lower than anticipated spend on Local Development Scheme (funded from Local Development Scheme reserve)	(115,080)
Street Cleansing	➤ Saving on overtime used to offset overspends on other Street Services budgets	(11,690)
Vehicle Fleet	➤ Increased cost of Diesel	11,871
<b>Regeneration</b>		
Pleasley Vale Mills	➤ Higher than expected income from rents	(15,953)
Pleasley Vale Mills – Electricity	<ul style="list-style-type: none"> <li>➤ Lower than expected charge for electricity</li> <li>➤ Increased income from recharging of electricity to tenants – Revised billing system</li> </ul>	(11,713) (63,828)
Premises Development	➤ Slippage on office moves – funded from reserves	(47,763)
Regeneration Management & Admin	➤ Net income raised from de-minimis capital receipts	(18,766)
<b>Social Inclusion</b>		
Concessionary Fares	➤ Reduced payment to DCC – Lower than expected usage	(23,687)
Creswell Leisure Centre	➤ Higher than expected income	(11,161)
<b>Strategic Organisational Development</b>		
Corporate Management	<ul style="list-style-type: none"> <li>➤ Strategic Alliance redundancy costs – to be met from Reserves</li> <li>➤ Legal Fees payable to LGA re. Icelandic bank.</li> <li>➤ Increase in Audit Fees. Scale fee budget too low plus increase in grant work.</li> </ul>	86,132 12,140 18,766 26,631

	➤ Consultancy – Specialist consultant to help prepare IFRS compliant accounts	
Human Resources	➤ Underspend on corporate training expenses. Requested training not taken.	(27,704)
Sherwood Lodge	➤ Lower than expected spend on climate change initiatives – funded from reserves	(11,509)

As part of the year end procedures, the Bad Debt Provision for the General Fund was reviewed based on the aged debt profile of the outstanding debt as at 31<sup>st</sup> March 2011. The provision has been reduced by £12,500 to give a bad debt provision of £195,090 at 31<sup>st</sup> March 2011.

The working balance on the General Fund as at the 31<sup>st</sup> March 2011 is therefore expected to be £1,065,505. Excluding the Icelandic bank impairment the Council has exceeded its budgeted target for savings in 2010/11.

### Reserves

The outturn position also provides for a number of previously approved contributions to Reserves as detailed below:-

	£
Historic Building Reserve	6,000
ICT & Office Equipment Reserve	75,250
Vehicle Replacement Reserve	12,600

A summary statement of Reserves, together with their opening and closing balances is shown on the pink pages of the Provisional Outturn 2010/11 document.

### Housing Revenue Account

A summary of the income and expenditure accounts within the Housing Revenue Account is shown on the blue pages of the Provisional Outturn 2010/11 document.

The provisional figures show an anticipated overall surplus of £455,379 which is £384,134 more than the budgeted surplus.

A summary of the main variations are as follows:-

<b>Cost Centre</b>	<b>Description of Variance</b>	<b>£</b>
Repairs and Maintenance	<ul style="list-style-type: none"> <li>➤ Salary savings. 5 x vacant posts for part of the year.</li> <li>➤ Payments made to employee under injury allowance scheme</li> <li>➤ Reduced spend on subcontractors</li> <li>➤ Reduced contributions to the Capital Programme.</li> <li>➤ Reduced spend on Hired and Contractual Services partly due to impact of mobile working</li> <li>➤ Unanticipated income from rechargeable work.</li> <li>➤ Net income raised from de-minimis capital receipts.</li> </ul>	<p>(68,906)</p> <p>79,173</p> <p>(20,490)</p> <p>(471,720)</p> <p>(50,737)</p> <p>(10,524)</p> <p>(27,375)</p>
Supervision and Management	<ul style="list-style-type: none"> <li>➤ Budget for repairs on sheltered schemes. Work not carried out.</li> <li>➤ Increased spend on NNDR on vacant properties</li> <li>➤ Increased spend on postages</li> <li>➤ Reduced spend on legal charges. More legal charges than expected were recoverable</li> <li>➤ Reduced costs of disturbance allowances. Slippage in Tarrans Programme</li> <li>➤ Unanticipated income from rents re. New Houghton decants. Grant income re Station Road</li> </ul>	<p>(10,000)</p> <p>13,229</p> <p>10,071</p> <p>(15,899)</p> <p>(15,158)</p> <p>(18,705)</p>
Supporting People	<ul style="list-style-type: none"> <li>➤ Increased spend on overtime.</li> <li>➤ Increase in Wardens Service Charges. (Increase after budget was set)</li> </ul>	<p>12,416</p> <p>(23,467)</p>
Tenants Participation	<ul style="list-style-type: none"> <li>➤ Savings from lower than expected spend on Hired and Contractual services.</li> </ul>	<p>(10,435)</p>

Special Services	<ul style="list-style-type: none"> <li>➤ Lower than expected expenditure on electricity.</li> <li>➤ Higher income than expected from charges for Buggy parking and “out of hours” service.</li> </ul>	(17,782)  (13,132)
Income	<ul style="list-style-type: none"> <li>➤ Actual income from dwellings and garage rents lower than budget. Level of voids underestimated in budget.</li> <li>➤ Higher than expected investment income.</li> </ul>	396,123  (15,255)

As part of the year end procedures, the Bad Debt Provision for the Housing Revenue Account was reviewed based on the aged debt profile of the outstanding debt and the level of former tenant’s arrears as at 31<sup>st</sup> March 2011. The provision has been increased by £114,730 to give a provision of £761,404 as at 31<sup>st</sup> March 2011.

The working balance on the Housing Revenue Account as at the 31<sup>st</sup> March 2011 is expected to be £1,084,444.

### Capital Programme

A summary of the Council’s Capital expenditure and proposed funding is shown on yellow pages of the Provisional Outturn 2010/11 document. A number of changes have been made to the programme since the approval of the estimated outturn, resulting in an anticipated latest programme spend of £10,806,305. The provisional outturn figures show overall spending of £6,182,175, which is £4,624,130 lower than anticipated. A summary of the main variations are as follows:-

<b>Capital Scheme</b>	<b>Description of Variance</b>	<b>£</b>
<b><i>Social Inclusion</i></b>		
Heating Upgrades	<ul style="list-style-type: none"> <li>➤ A delay in a gas supply being installed to Langwith by the utilities company, meant expenditure had to be deferred until 2011/12.</li> </ul>	(180,292)
Playful Spaces	<ul style="list-style-type: none"> <li>➤ Grant funded scheme to develop open play areas. Scheme to be continued in 2011/12.</li> </ul>	(105,004)

<b>Environment</b>		
Refuse Vehicle (CX04 MVU)	➤ Original vehicle used to collect bulky waste – not now being replaced.	(140,000)
<b>Regeneration</b>		
Joint Service Centre South Normanton	➤ Delays in handing over the building meant a delay in the payment. The payment is expected to be made in 2011/12.	(1,000,000)
New Houghton Renewal Area	➤ A delay in the tender process and a slow sign up of applicants means the scheme will carry on into 2011/12.	(299,756)
Electrical Rewiring – Decent Homes	➤ Decent homes completed. Underspend to be carried forward to 2011/12 for new capital work.	(191,289)
Decent Homes Standard (External)	➤ Decent homes completed. This scheme was the contingency pot and will now be used to carry out further capital work in 2011/12.	(772,773)
Kitchen Replacements – Decent Homes	➤ Decent homes completed. Underspend to be carried forward to 2011/12 for new capital work.	(128,059)
Asset Management Plan – Sherwood Lodge	➤ Urgent works only carried out. AMP being reprogrammed to ensure future works can be financed.	(104,538)
Shirebrook Enterprise Centre	➤ Underspend due to a delay in purchasing a piece of land. Land was purchased in June 2011.	(181,315)
Street Services Depot Relocation	➤ Still waiting for final figure from receivers. Carried forward to 2011/12.	(128,195)

Due to the under-spend throughout the Capital Programme, there are corresponding variations shown against the financing and these are shown on the first yellow page of the Provisional Outturn 2010/11 document.

### Collection Fund

This account reflects the statutory requirement for billing authorities to maintain a separate Collection Fund, which shows the transactions of the Council in relation to Non-Domestic Rates and Council Tax.

During 2010/11 a surplus of £83,994 was made on the Collection Fund. This includes contributions of £82,661 made by Bolsover District Council and the precepting authorities towards previous year's deficits. The surplus on the Collection Fund excluding these contributions is £1,333. The cumulative deficit is £625,068 as at 31<sup>st</sup> March 2011. Only part of the deficit (£101,998) is attributable to Bolsover District Council, the balance (£523,070) is recoverable from the other precepting authorities (excluding Parish Councils).

As part of the year end procedures, the Bad Debt Provisions for the Council Tax and NNDR were reviewed based on the aged debt profile of the outstanding debt as at 31<sup>st</sup> March 2011. The provision for Council Tax has been increased by £199,657 to give a provision of £378,928 as at 31<sup>st</sup> March 2011. The provision for NNDR has been increased by £190,133 to give a provision of £304,690 as at 31<sup>st</sup> March 2011.

### Collection Rates

The Council collects revenue from 3 main income streams – Council Tax, National Non Domestic Rates (NNDR) and Housing Rents. Other income is collected through the Sundry Debtors. Performance, expressed as a percentage of income collected in the year, is shown in the table below.

	Percent collected 2009/10	Percent collected 2010/11
Council Tax	98.10%	98.08%
NNDR	98.10%	98.27%
Housing Rents	93.88%	95.48%
Sundry Debts	93.20%	93.00%

### Early Retirement

In accordance with the Council's Early Retirement Policy, information on trends of early retirement and cumulative costs are shown on pages on the white pages at the back of the Provisional Outturn 2010/11 document.



## **IMPLICATIONS**

Financial:	Deficits of:	£420,124	General Fund
	Surplus of:	£455,379	Housing Revenue Account
		£83,994	Collection Fund

Legal: None.

Human Resources: None.

## **RECOMMENDATIONS that**

- 1. the financial position regarding the provisional outturn for the General Fund, Housing Revenue Account and Capital be noted, and**
- 2. the information supplied on early retirements be noted**

ATTACHMENTS:	<b>Y</b>
FILE REFERENCE:	None
SOURCE DOCUMENT:	Background papers held in Financial Services

Committee:	Executive	Agenda Item No.:	14.
Date:	8 <sup>th</sup> August 2011	Status	Open
Category	Decision within the functions of Executive		
Subject:	Corporate Plan Targets - 2010/11 Outturn		
Report by:	Head of Customer Service and Performance		
Other Officers Involved	Senior Management Team		
Director	Chief Executive Officer		
Relevant Portfolio Holder	Not Applicable		

### **RELEVANT CORPORATE AIMS**

COMMUNITY SAFETY – Ensuring that communities are safe and secure  
CUSTOMER FOCUSED SERVICES – Providing excellent customer focused services  
ENVIRONMENT – Promoting and enhancing a clear and sustainable environment  
REGENERATION – Developing healthy, prosperous and sustainable communities  
SOCIAL INCLUSION – Promoting fairness, equality and lifelong learning.  
STRATEGIC ORGANISATIONAL DEVELOPMENT – Continually improving our organisation.

This report details performance on the above corporate plan aims.

### **TARGETS**

The report details progress against each of the targets associated with these aims within the Corporate Plan 2010-11.

### **VALUE FOR MONEY**

The targets within the Corporate Plan have been approved by Council and form part of the budget framework. The targets aim to address our key priorities and improve services to customers. Value for money was addressed as part of the development of the targets and forms part of the template for each target. The templates are stored in the Council's performance management system.

### **THE REPORT**

The Council is committed to managing and reporting the performance of its Corporate Plan 2010-11.

Attached are the corporate plan target updates for the last quarter of 2010/11

The reports have been presented to Joint Senior Management Team, Cabinet and to Scrutiny Committees.

The outturns will form the basis of the Annual Report 2011 which will be presented, along with the financial performance information to Council on 17<sup>th</sup> August 2011.

### **ISSUES/OPTIONS FOR CONSIDERATION**

Corporate Plan Target updates.

### **IMPLICATIONS**

Financial: None

Legal: None

Human Resources: None

### **RECOMMENDATION**

**That the report be received.**

ATTACHMENTS:	Yes
FILE REFERENCE:	Corporate Plan Targets 2010/11
SOURCE DOCUMENT:	Corporate Plan Targets 2010/11

## CORPORATE PLAN TARGETS - 2010/11 OUTTURN

### COMMUNITY SAFETY

Key Corporate Target	Status	Progress	Target Date
CSa1 - Deliver 175 days per year of targeted intervention in an outdoor activity setting for 11-19 year olds, via schools and other agencies who focus on intervention programmes	Failed	July 2011: This Corporate Target was subject to an Audit. SMT amended the outturn from 180 days to 133 days	Thu-31-Mar-11
CSa2 - Deliver 44,000 hours of positive activity through community based engagement to 5,000 young people by March 2011	Achieved	31/3/2011 Updated 11/3/11: We have no further data to add to the previous months figures below at this stage - this information is collected quarterly and will be updated in April. We are 100.5% achieved against a to date target of 93.75% i.e. 44,200 instead of targeted 41,250.	Thu-31-Mar-11
CSa3 - Help 600 young people successfully complete leadership awards / active citizenship programmes by March 2011	Achieved	Update 6/4/11 Final outturn: 654 people achieved against targeted 600.	Thu-31-Mar-11
CSa4 - Increase the % of successful Acceptable Behaviour Contracts - ABCs (i.e. no reported breaches in six months) to over 85% by March 2011	Failed	Mar 2011 Year End: Target was 85%. The percentage of ABC's which have been successful is 78% lower than the anticipated target. Five out of 22 ABC's failed. Since April 09 49 ABC issued 8 breaches. 83% successful.	Thu-31-Mar-11
CSa5 - Ensure that 90% of parents, accepted onto the Parenting Skills course, successfully complete the course by March 2011	Achieved	July 2011: This Corporate Target was subject to an Audit. As a result, SMT amended the outturn (from 114 attendances/111 completions) to 67 attendances with 64 successful completions producing an outturn of 95%	Thu-31-Mar-11

Key Corporate Target	Status		Progress	Target Date
CSb1 - Reduce the perception of antisocial behaviour from 31.9% to 29%	Suspended		Still awaiting new Government definition and guidance on anti social behaviour. PLACE Biennial Survey - no longer to be carried out.	Thu-31-Mar-11
CSb2 - Increase the people 'who feel safe when outside in their local area during the day' from 85% to 88% by March 2011	Suspended		PLACE Biennial survey - no longer to be carried out	Thu-31-Mar-11
CSb3 - Increase the people 'who feel safe when outside in their local area during the night' from 43% to 45% by March 2011	Suspended		PLACE Biennial survey - no longer to be carried out	Thu-31-Mar-11
CSb4 - Increase the number of people living independently by supporting a further 200 elderly residents to remain in their own homes through the provision of Telecare equipment by March 2011	Achieved		April 2010 - March 2011: 213 new installations.	Thu-31-Mar-11
CSc1 - Reduce Serious Acquisitive Crime by 3% by March 2011	Achieved		2010/11 Outturn: 936 crimes, 32.4% (12.61 per 1,000 population) reduction from the 2008 baseline of 1,159 (15.62 per 1,000 population).	Thu-31-Mar-11
CSc2 - Reduce Assault with Less Serious Injury by 12% by March 2011	Achieved		2010/11 Outturn: 512 crimes, 16.1% (6.9 per 1,000 population) reduction from the 2008 baseline of 877 (11.8 per 1,000 population).	Thu-31-Mar-11

## CUSTOMER FOCUSED SERVICES

Key Corporate Target	Status	Progress	Target Date
CFSa1 - Devise a programme of community engagement by October 2010 and plan delivery	Achieved	Oct 2010 - Target achieved	Sun-31-Oct-10
CFSa2 - Increase the number of Council house tenants who are satisfied that 'the Council takes their views into account' from 61% to 70% by March 2011	Suspended	The feedback from the previous survey in 2008 has been used to determine priorities in the current period. However, this indicator is measured by a STATUS survey every 2 years. September 2010 - Government confirm survey is to be scrapped and funding withdrawn. Need to consider other options. New monitoring regime may develop.	Thu-31-Mar-11
CFSb1 - Widening access to affordable Council housing by introducing a Choice Based Letting Policy before April 2010	Failed	March 2011: The review of all current applications has now been completed. There have been problems with shortlisting however these have now been sorted with Capita. The next stage of the introduction of Choice Based Lettings is the development of the interface from Capita to Abrisas. We are currently waiting for Capita to provide us with a specification and costings for the interface. Once this has been agreed the Developers at Capita will deliver the interface. The problems encountered with the review and the shortlisting has resulted in Bolsover not being as far advanced as our Sub Regional Partners and it has been agreed that the Sub Regional scheme continues and Bolsover will join at a later date once the interface and other issues have been	Sat-30-Apr-11

Key Corporate Target	Status		Progress	Target Date
			sorted.	
CFSb2 - Redesign and relaunch the Councils website to improve communication and access to services by end of June 2010	Achieved		Target Achieved. Reported June 2010. Outcomes being gathered.	Wed-30-Jun-10
CFSb3 - Achieve all the milestones within the Customer Service and Access Strategy by March 2011	Failed		26 improvements in total: 21 (81%) Achieved 1 (4%) Not Started (Implementing efficiency recommendations) 1 (4%) Withdrawn 3 (11%) Failing The three failing tasks are having the Contact Centre in the Hub, Access Channel Strategy and Consultation toolkit completed. Work has started on the toolkit but it is not complete. Obviously the significant achievement for this period is being recommended for corporate Customer Service Excellence.	Thu-31-Mar-11
CFSc1 - Establish and deliver Customer Service Standards by March 2010 and make available to the public by April 2010	Achieved		Target completed and reported June 2010. Outcomes being gathered.	Wed-31-Mar-10
CFSc2 - Achieve Customer Service Excellence (formally Charter Mark) in Contact Centres by April 2010	Achieved		Target completed and reported in June 2010. Some outcomes have been evidenced.	Fri-30-Apr-10
CFSc3 - Increase the number of housing repair jobs that are able to be resolved on the first visit to 85%	Achieved		2010/11 outturn; The outturn for March 2011 is 96% for 'right first time' satisfaction with an average since the beginning of the year of 92%. Satisfaction has seen a steady improvement and is now consistently achieving circa 96%.	Thu-31-Mar-11

Key Corporate Target	Status	Progress	Target Date
CFSc4 - Process all new Housing and Council Tax Benefit claims within 20 days	Achieved	July 2011: This Target was subject to an Audit; as a result SMT has amended the outturn from 19.22 to 19.19 days.	Thu-31-Mar-11
CFSc5 - Establish and deliver, in consultation with Council house tenants, Customer Service Standards as required by the Tenant Services Authority by November 2010	Failed	Jan 2011: Target Failed (SMT). "Local Offers" have been set during various consultations with tenants. The area includes - Tenant Involvement, Repairs and Maintenance, Decent Homes, Lettings and Allocations, Tenancy Management and Anti social behaviour. This information was provided to all council house tenants during October 2010. Each manager is responsible to ensure that they achieve there individual local "offer". A further progress report should be provide to all tenants October 2011	Tue-30-Nov-10



**ENVIRONMENT**

Key Corporate Target	Status	Progress	Target Date
Ea1 - Increase the standard of street cleanliness (litter and detritus) to 95% by March 2011	Failed	8/4/2011: Overall Performance for 2010/11 - 92.2% of streets clean against a target of 95% Tranche 3 - 90.55% of streets clean against a target of 95%. Tranche 2 - 94.17% towards street cleanliness target of 95% Tranche 1 - 94.8% towards street cleanliness target of 95% Litter (Target 2%) Detritus (Target 1%) Graffiti (Target 0%) Flyposting (Target 0%) Results Tranche 1 3% 13% 0% 0% Results Tranche 2 3% 15% 2% 1% Results Tranche 3 4% 15% 1% 0%	Thu-31-Mar-11
Ea2 - Adopt a Local Development Scheme Review by August 2010	Failed	Mar 2011: Report and Local Development Scheme approved by full Council on 19th Jan 2011. for submission to Secretary of State. Approved by Council on 23 March 2011.	Thu-31-Mar-11
Ea3 - Complete and adopt the Core Strategy Development Plan Document by December 2011	Failed	Mar 2011: Extension given until Dec 2012 (SMT). Report on major issues affecting Core Strategy was considered by Planning Committee on 10 November and subsequently by full Council on 15 Dec. The continuing lack of staff resources in Planning Policy, coupled with the need to review the district housing target and consider policy gaps left by the revocation of the RSS means that the target date for adoption of the Core Strategy (as proposed in the shortly to be submitted Local Development Scheme is now until Dec 2012, not Dec 2011.)	Mon-31-Dec-12
Ea4 - To achieve the milestones set out in the Historic Environment Scheme (HES) by December	Failed	Feb 2011: Extension given until Dec 2012 (SMT). Base line (2007/08) - (A) CAs with up-to-date CAA & MPs = 3 out of 27 (11%) (B) HES key milestones	Mon-31-Dec-12

Key Corporate Target	Status	Progress	Target Date
2011		<p>met by key date = 0 out of 6 (0%) (C) Overall HES work programme completed = 5% Target (December 2012) - (A) CAs with up-to-date CAA &amp; MPs = 23 out of 27 (85%) (B) HES key milestones met by key date = 6 out of 6 (100%) (C) Overall HES work programme completed = 100% Performance (2010/11@31Jan) - (A) CAs with up-to-date CAA &amp; MPs = 16 out of 27 (59%) (B) HES key milestones met by key date = 6 out of 6 (100%) (C) Overall HES work programme completed = 85% However, following the decision to second a member of staff to Planning Policy to aid delivery of the LDS, the proposed Historic Environment Scheme milestones for 2011 will need to be rescheduled to 2012 to reflect the year period of the secondment. This will mean that there is no further progress on the overall completion rate of 85% until the end of the secondment.</p>	
Eb1 - By 2011 reduce fuel consumption of the Council's vehicle fleet by 10% from 2009 level	Failed	<p>Year End 2010: The cumulative figure for total fuel usage April 2010 to March 2011: we used 2.75% less fuel than the same period in 2008/09. The cumulative figure for fuel usage per vehicle April 2010 to March 2011: we used 8.82% less fuel than the same period in 2008/09.</p>	Thu-31-Mar-11
Eb2 - Reduce internal waste disposed of by the Council to landfill by 20% from 2006/07 levels by March 2011	Achieved	<p>July 2011: This Target was subject to an Audit; as a result, SMT has amended the outturn. Total internal waste disposed of to landfill has been amended from 44% to 46%.</p>	Thu-31-Mar-11

Key Corporate Target	Status	Progress	Target Date
Eb3 - Reduce CO <sup>2</sup> emissions from our Council buildings and transport used to deliver our services by 3 % year on year	Withdrawn	April 2011: this activity has been withdrawn. The data collection body, Department of Energy and Climate Change(DECC) recently announced that the methodology that authorities have to use to calculate this NI was flawed. As a result the data can no longer be relied on. DECC have also announced that authorities will have to opt for a new approach to calculation in the summer but available guidance is unclear.	Thu-30-Jun-11
Eb4 - Contribute to the reduction of the per capita CO <sup>2</sup> emissions across Derbyshire by 3% year on year	Achieved	Mar 2011: Data is produced nationally on behalf of DECC by AEA and has a time lag of around 2 years BDC has no control over the data produced. Revised data issued by DECC Sept 2010 for period 2005 to 2008 which changes all previously published totals. In 2005 the per capita emissions were 6.2 tonnes for Bolsover (8.3 t for Derbyshire). For 2008 the revised figures are now 6.0 tonnes for Bolsover (7.7 t for Derbyshire) equating to a per capita reduction of 3.2% for Bolsover (7.2% for Derbyshire)	Thu-31-Mar-11
Eb5 - Implement action plan on Adapting to Climate Change to Level 1 by March 2010 and to Level 2 by March 2011	Achieved	Mar 2011: Data is provided by self assessment on an annual basis using a DEFRA self assessment guidance and matrix. Information supplied to DCC and GOEM in May 2010 declaring Council at Level 1 Work continuing to reach Level 2 by March 2011	Thu-31-Mar-11
Eb6 - Work towards the public sector 10:10 campaign to cut CO <sup>2</sup> emissions by 10% in 2010	Achieved	Jan 2011: All of the items that the authority has been able to measure have been achieved - Target Achieved	Fri-31-Dec-10

Key Corporate Target	Status		Progress	Target Date
Ec1 - Annually recycle/compost 28.5% of collected household waste by March 2011	Failed		July 2011: Final outturn received from DCC as 27.66% of collected household waste recycled/composted	Thu-31-Mar-11
Ec2 - Reduce the level of municipal waste land filled by reducing the quantity of household waste collected to 726kgs per household by March 2011	Achieved		July 2011: this Target was subject to an Audit. As a result, SMT has amended the outturn from 715 to 711 Kgs	Thu-31-Mar-11

## REGENERATION

Key Corporate Target	Status	Progress	Target Date
Ra1 - Provide 2,500 patients with an exercise programme under the GP referral scheme by March 2011	Achieved	Achieved Mar 2011: During financial year 2009/10 1329 patients were referred to the scheme, for the twelve months of captured data for the current financial year, 1383 patients have been referred, giving a running total of 2712.	Thu-31-Mar-11
Ra2 - Deliver a child focused health improvement programme to 2,000 under 11 year olds by March 2011	Achieved	Mar 2011: 2760 children benefited from the health improvement programme	Thu-31-Mar-11
Ra3 - 80% of children aged 5-16 to take part in 3 hours per week of PE and sport within and out of school hours by March 2011	Failed	Update 6/4/11 - 77% of children aged 5-16 are taking part in 3 hours per week of PE and sport within and out of school hours - statistics only collected once a year	Thu-31-Mar-11
Ra4 - Establish 3500 community use hours in every school facility managed by the Council as part of the Building Schools for the Future programme and other partnership arrangements by March 2011	Achieved	3700 community use hours at Frederick Gent School. Jan 2011: Target Achieved	Thu-31-Mar-11
Ra5 - Increase participation levels in sport by encouraging 24% of adults to participate in at least 30 minutes of moderate intensity sport on 3 or more days a week	Failed	The Active People Survey is a national survey of sport and active recreation. In relation to 'increasing participation levels' the wave 4 results for the district were 19.3% against a target of 24%. However BDC has performed better than the national figure of 16.5%. Despite missing the target excellent BDC performance can be demonstrated in encouraging participation.	Thu-31-Mar-11

Key Corporate Target	Status	Progress	Target Date
		Results show as at Jan 2011 we have encouraged 5984 new adult participants over the period of the survey through a targeted programme of activities and initiatives. In addition we have increased general leisure activity attendances by 30,000 over the 4 years. Further details about the success of BDC projects are being gathered as outcomes in PERFORM.	
Ra6 - Encourage 6% of the population to volunteer in sport or physical activity for at least one hour a week	Failed	The Active People Survey wave 4 result for the district was 3.5% against a target of 6%. Nationally there has been a significant decrease in volunteering. Further details about the success of BDC projects are being gathered as outcomes in PERFORM.	Thu-31-Mar-11
Ra7 - Implement an intervention programme to prevent 16-19 year old physical activity level drop off by March 2011	Achieved	April 2011: Action Plan implemented; programme monitoring continues (LH)	Thu-31-Mar-11
Ra8 - Raise awareness of food safety and hygiene amongst 1000 older people through the Food Hygiene and Vulnerable Groups Safe project by October 2010, with a view to preventing food poisoning.	Achieved	Delivery of presentations completed May 2010 to a total of 1167 elderly persons (target 1000). Evaluation commenced in May. Additional data on outcomes being collected during July/August. 27/08/10 - Outcome data collated. Target Achieved.	Sun-31-Oct-10
Rb1 - Opening a Joint Service Centre with partners at South Normanton by December 2010	Failed	Jan 2011: New projected opening date now 21/2/2011. Headcount of 'Jobs Created' to be carried out when the building is fully open and running. Feb 2011: The Hub is now partially occupied.	Fri-31-Dec-10

Key Corporate Target	Status	Progress	Target Date
		Awaiting date for the transfer for the Contact Centre.	
Rc1 - Complete a revised Private Sector Renewal Strategy by March 2011	Failed	April 2011 - The strategy is being produced across CBC, NEDDC and BDC. The final draft is finished but further work is required to ensure it can go through the formal approval processes. It is also being added to and some amendments made to make sure it can fit in with the bids for funding to be out in on behalf of the entire Sheffield city region with regard to physical renewal. In view of all this I cannot see the new strategy going through the approval process fully before the end of October 2011 (DE)	Thu-31-Mar-11
Rc2 - Achieve the decent homes standard on Council housing by December 2010	Achieved	The Council have achieved the Decent Homes Standard to Council properties. As agreed with GOEM - there are currently 24 properties still failing the standard. 16 of these properties are still awaiting a mains gas supply. Process agreed with GOEM.	Fri-31-Dec-10
Rc3 - Increase the number of decent homes occupied by vulnerable people in the private sector to 70% (5,507 properties) by March 2011	Achieved	July 2011: Audited outturn is 73 properties (baseline 5,509) = 70% achievement against target.	Thu-31-Mar-11
Rd1 - Reducing concentrations of worklessness in the worst performing areas by at least a 1.1% point gap to the East Midlands figure at March 2011	Achieved	Mar 2011: Feb 2010 NI153 figures: target of 1.1% better than regional figure consistently achieved since February 2008. The gap continued to increase (positively) up to May 2009. The gap decreased however in Feb 10 but remains at	Mon-28-Feb-11

Key Corporate Target	Status	Progress	Target Date
		1.9% (0.8% above target). 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.	
Rd2 - Create 50 jobs through locally funded business support by March 2011	Achieved	Jan 2011: TARGET ACHIEVED (51 in total) - monitoring to continue	Thu-31-Mar-11
Rd3 - Supporting 100 businesses through local funded intervention (LEGI) by March 2011	Achieved	April to June 2010 - 22 businesses supported July to September 2010 - 20 businesses supported = 42 in total October to December 2010 - 22 businesses supported = 64 in total January to 22nd March 2011 - 36 businesses supported = 100 in total - target achieved.	Thu-31-Mar-11



## SOCIAL INCLUSION

Key Corporate Target	Status		Progress	Target Date
Sla1 - Produce a Single Equality Scheme by March 2011	Achieved		Approved and adopted by Council on 23 March 2011. Target Achieved.	Thu-31-Mar-11
Sla2 - Increase the number of people living independently by supporting 100 people to remain in their homes through carrying out adaptations to suit their disabilities by March 2011	Achieved		July 2011: This Target was subject to an Audit. As a result, although the target of 100 cases was achieved, SMT have amended the final outturn from 267 to 212 cases.	Thu-31-Mar-11
Sla3 - Contribute to the Derbyshire Community Cohesion Plan to address issues about 'how people from different backgrounds get on together in their local area' by March 2011	Achieved		BDC have contributed significantly to the Derbyshire Partnership Forum 'Bringing People Together' Fund. The fund has been promoted widely throughout the district resulting in 13 successful bids for funding totally £16,033.00 covering the areas of Palterton, Shirebrook, Bolsover, Newton, Tibshelf, South Normanton, Whitwell, Hodthorpe and Barlborough. The Partnership fund has now been fully allocated. Evaluation report prepared for Senior Management Team to close activity.	Thu-31-Mar-11
Sla4 - Develop a Cultural Action Plan to improve access to and participation in cultural activities by March 2011	Failed		April 2011: Although this activity has failed against it's target date, progress has been made to relaunch the Cultural Forum (CF). Also, a draft action plan has been produced for approval at the next Forum meeting on 17/5/2011	Thu-31-Mar-11
Sla5 - Develop an action plan to increase the number of people in 'hard	Achieved		Update 9/3/11 (attendances for month of February) Zumba (female	Thu-31-Mar-11

Key Corporate Target	Status		Progress	Target Date
to reach' groups (older participants, women and girls, disabled, those on low income, those from black and ethnic minorities and those who live in isolated areas) who participate in sport and active recreation by March 2011			16+) - 809 NG20 (13-16yrs) - 107 Change 4 Life Club (over 50's/physically inactive) - 113 Return 2 Netball (female 16+) - 59 Street Sports (12-19yrs, disengaged males) - 236 Active Tibshelf (family activity) - 50 Aqua fit (generally over 40 & female) - 471 Community Connect (OAP, lack of transport) - 88 Total - 1933 attendances.	
Slb1 - Increase the supply of new affordable housing from 22 to 50 per annum by March 2011	Failed		July 2011: This Target was subject to an Audit. As a result, SMT has amended the outturn from 38 properties to 26.	Thu-31-Mar-11
Slb2 - Start on site in providing replacement for the Tarran bungalows by March 2011	Achieved		December 2010 - All tenants decanted. Site handed over to Kier. Target Achieved. Outcomes to be captured in PERFORM.	Thu-31-Mar-11
Slb3 - Offer an advice and information service that will allow at least 50% of people facing homelessness to remain in suitable accommodation	Achieved		April 2010 - March 2011- 338 families approached the Department as potentially homeless. 170 families have been prevented from becoming homeless = 50% prevention.	Thu-31-Mar-11
Slc1 - Create 75 apprenticeship opportunities across the public sector by February 2011	Achieved		Jan 2011: 75 apprenticeships achieved ahead of profile. Target Achieved. Monitoring to continue.	Mon-28-Feb-11
Slc2 - Implement the actions identified within the Play Strategy for 0 -19 year olds to be completed by March 2011	Failed		UPDATE 11/3/11 - Progress in achieving the milestones identified to be hit by 31/03/2011 as part of the Play Strategy is as follows: 1. Produce local standards for the provision of open space including	Thu-31-Mar-11

Key Corporate Target	Status		Progress	Target Date
			<p>play areas: Progress - this is part of the Green Space Strategy, which is currently being developed. Standards have been proposed and Planning have recently updated the audit information on which Leisure Services is being consulted. 2. Complete 3 Playbuilder funded play areas: Progress - one Playbuilder site has been completed (Shuttlewood Recreation Ground). Funding for two additional sites (Hilltop Park, Pinxton and Shirebrook (site TBC)) has recently been confirmed by Derbyshire County Council. We are working with our partner SMP Playgrounds to secure funding to offset the current shortfall for Pinxton and have drawn up designs for Rainbow Park, Shirebrook. Additionally, the Play Strategy, which was due to be published by March 2010, has been approved and will be published in March 2011.</p>	
Slc3 - Improve parenting skills by adopting a Parenting Strategy by April 2010	Achieved		Strategy adopted by Council.	Wed-31-Mar-10
Slc4 - Deliver the Raising Aspirations project by March 2012 to raise the aspirations and employability skills of school children and their families, and young people that are not in education, employment or training (NEET) and adults that are	On track		Of the project's 16 targets which are currently active, 87.5% were being met or exceeded by the end of December 2010 (Quarter 3) compared with 75% at the end of Quarter 2 (Sep 2010). The NEET figure for January 2011 is 9.3 compared with 9.4 and	Sat-31-Mar-12

Key Corporate Target	Status		Progress	Target Date
economically inactive or unemployed			10.4 in 2010 and 2009 respectively. Next data update due June 2011	
Slc5 - Provide 250 residents with volunteering opportunities by March 2012 through the Bolsover Volunteering Project	On track		July 2011: This Target was subject to an Audit. As a result, SMT has amended the outturn from 60% level of achievement to 57%	Sat-31-Mar-12
Slc6 - Implement the actions identified to be completed by March 2011 within the Arts Strategy.	Achieved		March 2011: Of the 21 key actions identified in the corporate target to be completed by 31 Mar 2011, all 21 actions have been completed,	Thu-31-Mar-11
Sld1 - Develop a Fuel Poverty and Affordable Warmth Strategy by March 2011	Failed		Jan 2011: Extension given to Sept 2011 (SMT/RR)	Fri-30-Sep-11
Sld2 - Engage with 110 private sector households, provide advice and carry out energy efficiency measures where appropriate to assist at least 36 households out of fuel poverty by March 2011	Failed		Feb 2011 - To date 522 households engaged and 18 households taken out of fuel poverty	Thu-31-Mar-11
Sld3 - Deliver the Bolsover District Financial Inclusion Strategy by March 2012 to reduce levels of financial exclusion in the district	On track		39% of targets were being met or exceeded by the end of December 2010 (Quarter 3). It is anticipated that targets will be met by the end of the year. Quarter 3 achievements include: Common Bond for Credit Union extended to whole of district; credit union payroll deductions being considered by Tesco at Barlborough; project featured in NAVCA report; 823 welfare cases to date totalling over £355k in recovered benefits; 114 debt cases to date totalling over £2m. Next data	Sat-31-Mar-12

Key Corporate Target	Status	Progress	Target Date
		update due June 2011	

### STRATEGIC ORGANISATIONAL DEVELOPMENT

Key Corporate Target	Status	Progress	Target Date
SODa1 - Increase 'Value for Money' on the services we deliver by achieving our efficiency target of £2.3 million by March 2011	Achieved	The 2010/11 target of £900,000 has been achieved. This is based on £200,000 from 2009/10 as that year's target was exceeded and then the in year results from the monthly monitoring of savings via SMT / Cabinet / EMT detailing the significant savings that contributed to the efficiency target. Green savings were included in the revised budget. Green (over 90%) General Fund £ (£1,078,601) HRA £ (£145,841) Ongoing saving are being monitored against the revised budget targets: Vacancies target £40,275 - Achieved to end of Feb £97,483. Current Budget spending review target £150,000 - achieved as at mid Feb £133,165 Total savings target required £190,275 - achieved £230,684 Government have confirmed that Councils are not required to generate data for NI 179 (value for money gains).	Thu-31-Mar-11
SODa2 - Pay at least 95% of non disputed invoices within 30 days for the duration of the Plan	Achieved	11,057 invoices were paid during the year, of which 10,738 (97.1%) were paid within 30 days and 10,211 (91.1%) were paid within 20 days. The value of invoices paid within 30 days was £17,036,968. This is the 4th consecutive year that the performance has improved.	Thu-31-Mar-11
SODa3 - Develop a Strategic Asset Management Plan by	Failed	Feb 2011: Plan went to Executive 7/2/11; now approved. 2/02/11 - Document reviewed by	Thu-31-Mar-11

Key Corporate Target	Status		Progress	Target Date
October 2010			SMT in December, suggested alterations have been made and is due to be considered at Februarys Executive committee. Jan 2011: SMT extension given until March 2011.	
SODa4 - Reduce the number of current housing tenants, owing more than 7 weeks rent by 20% from the March 2009 figure.	Achieved		End of March update 275 cases of arrears over 7 weeks, this equates to £428,948.00. The baseline figure for this was 383 cases (£601,939.72) at March 2009 with a target of 300 cases by March 2011. As at the end of March 2011 there are 275 cases which equates to £428,948.00.	Thu-31-Mar-11
SODa5 - Reduce former Council housing tenants arrears by 25% by March 2011	Failed		End of March 2011 - The baseline figure was £600,630.26 with a Target (25% reduction) £450,472.70 - this currently stands at £624,601.21 (which is an increase of 3.9%). So far this year £44,150.39 former tenants arrears have been collected and £74,625.92 has been written off a total income of £118,776.31 which would equate to 26.36% progress if no additional arrears were added. However during that time terminations of tenancy have continued and a further £132,040.37 has been added onto the FTA total. The total debt (current and formers) is now £1,111,127.31 compared to £1,088,532 at the start of the year. Former tenant's arrears have risen slightly over this period from £602,337.76 to £624,601.21. Payments have totalled £33,373.35 and write offs £16,518.13. The post of Former Tenants Administrator is currently vacant, however the post is currently being covered 15 hours a week by the previous postholder.	Thu-31-Mar-11

Key Corporate Target	Status		Progress	Target Date
SODa6 - Maintain current accreditation for QUEST and Adventurous Activities Licensing Authority License within Leisure and Green Flag Park for the duration of the plan	Achieved		Jan 2011: Planned assessments undertaken and all accreditation awarded/retained. Achieved.	Fri-31-Dec-10
SODb1 - Implement all milestones in the People Strategy by March 2011	Achieved		March 2011 Of the total 16 improvement initiatives to be implemented by 31 March 2011 the achievement is: 12 Achieved (75%) 3 Withdrawn due to changing priorities 1 withdrawn due to Government Changes	Thu-31-Mar-11
SODc1 - Achieve Member Development Charter Status by December 2010	Failed		Oct 2010: Suspended by SMT until December 2011.	Sat-31-Dec-11

## EXECUTIVE AGENDA

Monday 8th August 2011 at 1000 hours  
Committee Room One

Item No.		Page No.(s)
	<b>PART 1 – OPEN ITEMS</b>	
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 6 <sup>th</sup> June 2011.	3 to 8
5.	To approve the Minutes of a special meeting of the Executive held on 14 <sup>th</sup> June 2011.	9 and 10
6.	The record of decision notices from the meeting of the Joint Board held on 24 <sup>th</sup> May 2011 have now been circulated to all Members. Members may raise any questions on these decision notices.	Previously circulated
7.	The record of decision notices from the meeting of the Joint Board held on 19 <sup>th</sup> July 2011 have now been circulated to all Members. Members may raise any questions on these decision notices.	Previously circulated
8.	Recommended Item From Sustainable Communities Scrutiny Committee - Fly Posting Policy. <b>Recommendation on Page 11</b>	11 to 18
9.	Compliments, Comments, Complaints and Freedom of Information Requests – 4 <sup>th</sup> January 2011 to 31 <sup>st</sup> March 2011 and summary for 2010/11. <b>Recommendation on Page 23</b>	19 to 57



10.	Compliments, Comments, Complaints and Freedom of Information Requests - 1 <sup>st</sup> April 2011 to 30 <sup>th</sup> June 2011. <b>Recommendation on Page 61</b>	58 to 90
11.	Local Government Ombudsman's Annual Review Letter <b>Recommendation on Page 92</b>	91 to 97
12.	Risk Register Review <b>Recommendation on Page 101</b>	98 to 105
13.	The Council's Provisional Outturn 2010/11 <b>Recommendation on Page 114</b>	106 to 114
	<b>Provisional Outturn 2010/11 booklet previously circulated.</b>	
14.	Corporate Plan Targets - 2010/11 Outturn <b>Recommendation on Page 116</b>	115 to 136
	<b>PART 2 – EXEMPT ITEMS</b> <i>The Local Government (Access to Information) Act 1985, Local Government Act 1972, Part 1, Schedule 12a.</i>	
	<u>Exempt – Paragraph 3</u>	
15.	Sherwood Lodge Development Update	To Follow
16.	Acquisition of Property	To Follow

**\*Denotes Key Decision on Forward Plan**