

EXECUTIVE

**MONDAY
7TH NOVEMBER 2011
AT 1000 HOURS**

COMMITTEE ROOM ONE

PROVIDING ACCESS FOR ALL

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



01246 242407 or 01246 242323.

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

Minicom: 01246 242450 Fax: 01246 242423

Sherwood Lodge
Bolsover
Derbyshire
S44 6NF

Date: 28th October 2011

Dear Sir or Madam,

You are hereby summoned to attend a meeting of the Executive of the Bolsover District Council to be held in Committee Room One, Sherwood Lodge, Bolsover, on Monday 7th November 2011 at 1000 hours.

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

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

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

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

You will find the contents of the agenda itemised on page 79.

Yours faithfully,



Chief Executive Officer

To: Chairman & Members of the Executive

Tel 01246 242424 **Fax** 01246 242423 **Minicom** 01246 242450 **Text** 07729 421737

Email enquiries@bolsover.gov.uk **Web** www.bolsover.gov.uk

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

RECOMMENDED ITEM FROM SUSTAINABLE SCRUTINY COMMITTEE

**472. PATCH MANAGEMENT POLICIES – FLY TIPPING POLICY
AND FLOOD PROTECTION POLICY**

Any comments and/or recommendations from Members' on either the Fly Tipping or Flood Protection policies would be presented to the Patch Management Working Group and included as issues for consideration in a report to Executive.

Fly Tipping Policy

The Street Services Manager presented the draft Fly Tipping Policy to the meeting for Members' consideration.

The Policy had previously been considered by the Equalities Services Development Group and Senior Management Team, and was approved by the Patch Management Group on 13th February, 2011.

Councillor Fritchley queried the definition of fly tipping and its difference to litter.

The Street Services Manager replied that the definition of fly tipping was the illegal deposit of waste contrary to section 33 of the Environmental Protection Act 1990. Generally the difference between fly tipping and litter is that litter is small items carelessly discarded and fly tipping is transporting waste to a location with the purpose of dumping it.

Councillor Parkin queried how many specialist waste sites were in the District and if these were open to the public. The Street Services Manager replied that there was a waste site on the former Coalite site at Bolsover and this was advertised in the Council's literature. He added that County Councils were responsible for providing these specialist sites.

A short discussion took place.

Further to a question raised by Councillor Fritchley, the Street Services Manager advised Members that there was no evidence that fly tipping in the District had increased since the Council introduced charges for bulky refuse collection.

Councillor Kelly added that it was hoped that in the future, a specialist waste site open to members of the public would be provided at Clover Nook, South Normanton.

A question was raised with regard to what the public could and could not take to the specialist waste sites, for example, asbestos. The Street Services Manager commented that both BDC's and DCC's website advertised what could and could not be taken to the sites. A short discussion took place and it

was agreed that this needed advertising in the Council's literature also for people who did not have access to the web.

Flood Protection Policy

The Street Services Manager presented the draft Flood Protection Policy to the meeting for Members' consideration.

The Policy explained how the District Council dealt with flood warnings and made clear what the household's responsibilities are and what the Council's responsibilities are.

Further to questions raised by Members, the Street Services Manager advised the meeting that surface water was the responsibility of water companies and river water the responsibility of the Environment Agency. Derbyshire County Council does supply the Council with sandbags and the Council also keep their own stock.

Members raised questions with regard to Parish and Town Council's responsibilities. The Street Services Manager commented that Parish and Town Councils should pass any localised problems they are aware of onto the District Council.

A short discussion took place.

Councillor Munks raised that street gullies were not cleared out properly. The Street Services Manager replied that the District Council used to cleanse street gullies on behalf of the County Council but County had now taken this responsibility back in house.

Councillor Kelly commented that assisting with flood alleviation and providing equipment was not statutory and came at a cost to the Authority. Queries were raised as to who would pay/provide sandbags in an emergency and where the Environment Agency's responsibilities lie.

The Street Services Manager replied that he would take these comments back to the Patch Management Group.

The Street Services Manager drew the meetings attention to an amendment necessary in the Flood Protection Policy which was a change to the contact details for Derbyshire County Council. He also added that the review date would be twelve months after the approval date of the policy.

Moved and seconded

RESOLVED that the Fly Tipping Policy and the Flood Protection Policy be accepted.

RECOMMENDED that the Fly Tipping Policy and the Flood Protection Policy be forwarded to the Executive for approval.

(Street Services Manager / Head of Democratic Services)

Committee:	Sustainable Communities Scrutiny Committee	Agenda Item No.:	6.
Date:	30 th September 2011	Category	*
Subject:	Patch Management Policies; Fly Tipping, Flood Protection	Status	Open
Report by:	Street Services Manager		
Other Officers involved:	Patch Management Working Group		
Director	Director of Neighbourhoods		
Relevant Portfolio Holder	D. Kelly Cabinet Member for Environment		

RELEVANT CORPORATE AIMS

Community Safety - ensuring that communities are safe and secure.

To tackle anti-social behaviour and its causes. Illegal waste activities, such as fly-tipping, unregistered waste carriers, unauthorised transfer stations, landfill sites and other illegal waste activities are a criminal offence and are anti social, tackling these offences helps people feel safer and secure.

Customer Focused Services - providing excellent customer focused services. To improve the quality and consistency of services received by customers. The Policy gives clear understanding to customers, Councillors and employees on the Councils responsibilities and what actions it will take in dealing with fly tipped waste.

Environment - promoting and enhancing a clean and sustainable environment. To protect, enhance and improve the natural and built environment in a sustainable way. Fly-tipping reduces the quality and enjoyment of the environment and it can begin a spiral of decline in local environmental quality. It can cause serious pollution of the environment.

Regeneration - developing healthy, prosperous and sustainable communities. To contribute to improving the health of the district. Fly-tipping also reduces the quality of life and can be a risk to human health and may harm wildlife and farm animals and can contaminate water courses.

Strategic Organisational Development - continually improving our organization. To continue to monitor, review and improve the economy, efficiency and effectiveness of all Council Services.

TARGETS

Does not directly contribute to any targets specified in the Corporate Plan.

VALUE FOR MONEY

Through raising awareness, education, use of Duty of Care and by ensuring better prevention and detection of fly tipping and other forms of illegal waste dumping. The Council is of the firm belief that more effort spent on these aspects will mean less needs to be spent on clear-ups and enforcement action which will result in cost savings.

THE REPORT

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

Fly tipping
Flood Protection

Copies of the draft policies are attached to this report for consideration by Members.

Member's comments and/or recommendations will be considered by the Patch Management Working Group and included as issues for consideration in a report to Executive.

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

Equalities Services Development Group (ESDG) on 15 November 2010.
Senior Management Team (SMT) on 13 May 2011.

The attached draft policies were approved by the Patch Management Group on 13 February 2011.

ISSUES FOR CONSIDERATION

The ESGD recommended that no changes were necessary to the policies. SMT recommended that no substantive changes were necessary to the policies.

IMPLICATIONS

Financial: None
Legal: None
Human Resources: None

RECOMMENDATIONS

- 1. Scrutiny Committee supports the implementation of the Fly Tipping Policy**
- 2. Scrutiny Committee supports the implementation of the Flood Protection Policy**

ATTACHMENT: Y
FILE REFERENCE:
SOURCE DOCUMENT:

BOLSOVER DISTRICT COUNCIL

Fly Tipping Policy

April 2011



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



COMMUNITY
SAFETY



CUSTOMER
SERVICES



ENVIRONMENT



REGENERATION



SOCIAL INCLUSION



STRATEGIC ORGANISATIONAL
DEVELOPMENT

Bolsover District Council Equalities Statement

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

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

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

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

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

Minicom: 01246 242450
Fax: 01246 242423

CONTROL SHEET

Details of Document	Comments / Confirmation
Title	Fly Tipping Policy
Document type – i.e. draft or final version	Draft v3. 10 February 2011
Location of Policy	L:\Neighbourhoods\Community and Street Services\COG\Policies\Draft\Fly tpping Policy v3 100211.doc
Author of Policy	A. Lowery, Street Services Manager
Member route for Approval & Cabinet Member concerned	Scrutiny; Executive; D. Kelly, Environment Portfolio
Date Risk Assessment completed	
Date Equality Impact Assessment approved	15 November 2010
Partnership Involvement (if applicable)	N/A
Date added to the Forward Plan	N/A
Policy Approved by	
Date Approved	
Policy Review Date	April 2012
Date forwarded to CSPD (to include on Intranet and Internet if applicable to the public)	

CONTENTS

1. Introduction	9
2. Scope	10
3. Principles	10
4. Policy Statement.....	11
5. Responsibility for Implementing	12
6. The Environment Agency	13

1. Introduction

Fly-tipping is the illegal dumping of waste and is a crime. All kinds of waste are fly-tipped, the most common being household waste. Other wastes that are fly-tipped include appliances like fridges and washing machines, waste from building and demolition work, animal carcasses, vehicle parts and tyres. Hazardous wastes such as oil, asbestos sheeting and chemicals are also dumped illegally. The types of land most commonly affected by fly-tipping include land near to public waste tips, roadsides and private land, particularly on the outskirts of urban areas, in back alleys and on derelict land.

The Government has introduced a range of measures aimed at tackling fly-tipping, including the Clean Neighbourhoods and Environment Act 2005 (CNEA) which gives regulators more powers to tackle fly-tipping and the courts the ability to impose tougher penalties.

The Council and the Environment Agency have powers and duties that largely complement each other in contributing towards the protection of the environment and enhancing the quality of life of local communities. Together, the Council and the Environment Agency should endeavour to ensure that the full range of fly-tipping on public and private land is effectively dealt with.

2. Scope

Any land or highway within the geographical boundaries of the Bolsover District Council area affected by the illegal deposit of waste. Public land includes roads, pavements, council owned land, parks, recreation areas, car parks and lay-bys.

3. Principles

Community Safety - ensuring that communities are safe and secure.

To tackle anti-social behaviour and its causes. Illegal waste activities, such as fly-tipping, unregistered waste carriers, unauthorised transfer stations, landfill sites and other illegal waste activities are a criminal offence and are anti social, tackling these offences helps people feel safer and secure.

Customer Focused Services - providing excellent customer focused services.

To improve the quality and consistency of services received by customers. The Policy gives clear understanding to customers, Councillors and employees on the Councils responsibilities and what actions it will take in dealing with fly tipped waste.

Environment - promoting and enhancing a clean and sustainable environment

To protect, enhance and improve the natural and built environment in a sustainable way.

Fly-tipping reduces the quality and enjoyment of the environment and it can begin a spiral of decline in local environmental quality. It can cause serious pollution of the environment.

Regeneration - developing healthy, prosperous and sustainable communities

To contribute to improving the health of the district.

Fly-tipping also reduces the quality of life and can be a risk to human health and may harm wildlife and farm animals and can contaminate water courses.

Strategic Organisational Development - continually improving our organisation

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

Through raising awareness, education, use of Duty of Care and by ensuring better prevention and detection of fly tipping and other forms of illegal waste dumping. The Council is of the firm belief that more effort spent on these aspects will mean less needs to be spent on clear-ups and enforcement action which will result in cost savings.

4. Policy Statement

The Council will investigate and take appropriate enforcement action, in accordance with its enforcement policies, against:

- fly-tipping of quantities of waste up to and including a single tipper load of waste deposited at one time (i.e. up to approximately 20m³ in a single deposit)
- accumulations of waste from several small-scale fly-tipping incidents
- householders abandoning or dumping waste
- waste management operations that do not have the appropriate planning consent
- waste producers not complying with their Duty of Care
- waste producers who illegally dump or abandon their waste
- unregistered waste carriers and brokers (for example through organised vehicle stop checks)

The Council will investigate and take appropriate enforcement action with regard to:

- Illegal dumping and fly-tipping of waste on public land including a road or other public highway.
- Illegally dumped or abandoned hazardous wastes other than those which the Environment Agency deals with.

- Fly-tipped waste (including animal carcasses or remains) on private land or in watercourses that is giving rise to an adverse effect on the amenity of the neighbourhood or that is impeding the flow of water such as to give rise to an actual or imminent threat of a significant flood risk from an Ordinary Watercourse.
- Waste on domestic gardens which are detrimental to the amenity of the neighbourhood.

The Council will:

- Ensure waste management facilities are subject to appropriate planning approval and will carry out enforcement action against activities without such approvals.
- Ensure adequate collection arrangements for household refuse are in place including well-publicised arrangements for collecting bulky items. In particular, the Council will ensure adequate arrangements are in place for the collection of waste from flats above shops and from houses in multiple-occupancy. (For example, so that the waste is not placed on the street prior to refuse collection day in such a way as to be seen by the public as fly-tipping as this can attract other dumping and make the area look run down and dirty).
- Where fly-tipping on private land has an adverse effect on the environment, take steps to ensure that the waste is removed, appropriate enforcement action is taken and costs recharged wherever possible, in accordance with the Council's enforcement policies.
- Advise landowners or their representative of suitable measures to deter further fly-tipping and may get involved in the investigation of repeated incidents of fly-tipping to prevent further occurrences – possibly through partnership working with landowners, occupiers of land and the Environment Agency.

The Council will also:

- Aim to remove fly-tipped waste as quickly as possible to maintain the cleanliness of the area, discourage further fly-tipping at the same location and prevent waste causing pollution or harm to health. This will generally be within 24 hours of being able to remove the waste.

Enter data, regarding incidents of fly tipping and the number of enforcement actions taken, on to the national DEFRA *Flycapture* database on a monthly basis.

5. Responsibility for Implementing

Community & Street Services – Investigation, Education, Enforcement & Removal

Contact Centre - To handle customer calls 01246 242424

Environmental Health – Investigation, Education, Enforcement, DEFRA Flycapture returns.

Planning – Investigation, Enforcement

6. The Environment Agency

The Agency is a national organisation with a regional and local presence. As such it is well placed when tackling illegal waste activities to act across geographical boundaries that may present more of a difficulty for the Council. The Agency has the capability to respond to the most serious incidents reported to its hot-line (0800 80 70 60) “out of hours” and will report non-serious incidents to the Council on the following working day.

In general, the Agency will focus its resources on investigating and taking appropriate enforcement action against large-scale illegal dumping of waste, organised criminal involvement in waste crime and the dumping of certain special and hazardous wastes.

The Agency regulates much of the waste management industry and major waste producing industries. It maintains a register of waste management activities that are “exempt” from requiring a licence or permit and it issues appropriate licenses, permits or authorisations to a range of waste managers including carriers and brokers of waste and those whose business it is to recycle or dispose of waste. The Agency will monitor and inspect waste management activities’, including carrying out enforcement action against both breaches of authorisations and illegal activities in line with its published Enforcement and Prosecution Policy and its published Customer Charter.

The Environment Agency will normally investigate and take appropriate enforcement action against:

- illegal waste activities such as illegal transfer stations and un-permitted landfill sites
- large-scale fly-tipping i.e. tipping of more than a lorry load (more than approximately 20m³)
- illegal dumping of hazardous waste in drums or other containers with a capacity of 75 litres or greater
- unregistered waste carriers and brokers including those identified through national and local stop exercises

- registered waste carriers and brokers that commit a relevant offence (e.g. those specified in the Control of Pollution (Amendment) Act 1989 and in the Waste Management Licensing Regulations 1994 – as amended)

The Environment Agency will also normally investigate, arrange for the removal of and take appropriate enforcement action with regard to:

- waste (including animal carcasses or remains) dumped in Controlled Waters that is giving rise to an actual or an imminent threat of water pollution
- waste (including animal carcasses or remains) that is impeding the flow of water such as to give rise to an actual or imminent threat of a significant flood risk in a Main River
- any waste that is dumped in a way that is giving rise to an imminent threat to human health or of serious harm to the environment

Where the problems identified are not “actual or imminent” the Agency may intervene where to do so will have significant benefits such as preventing future problems arising.

7. Glossary of Terms, if applicable

Main Rivers are watercourses designated as such on **main river** maps (held by the Environment Agency) and are generally the larger arterial watercourses

BOLSOVER DISTRICT COUNCIL

Flood Protection Policy

April 2011



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



COMMUNITY
SAFETY



CUSTOMER
SERVICES



ENVIRONMENT



REGENERATION



SOCIAL INCLUSION



STRATEGIC ORGANISATIONAL
DEVELOPMENT

Bolsover District Council Equalities Statement

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

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

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

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

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

Minicom: 01246 242450

Fax: 01246 242423

CONTROL SHEET

Details of Document	Comments / Confirmation
Title	Flood Protection Policy
Document type – i.e. draft or final version	Draft v2. 10 February 2011
Location of Policy	L:\Neighbourhoods\Community and Street Services\COG\Policies\Draft\Flood Protection Policy v2 100211.doc
Author of Policy	A. Lowery, Street Services Manager
Member route for Approval & Cabinet Member concerned	Scrutiny; Executive; D. Kelly, Environment Portfolio
Date Risk Assessment completed	
Date Equality Impact Assessment approved	15 November 2010
Partnership Involvement (if applicable)	N/A
Date added to the Forward Plan	N/A
Policy Approved by	
Date Approved	
Policy Review Date	April 2012
Date forwarded to CSPD (to include on Intranet and Internet if applicable to the public)	

CONTENTS

1. Introduction	18
2. Scope	20
3. Principles	20
4. Policy Statement.....	20
5. Responsibility.....	21
Environment Agency	21
County Council	21
District Council	22
Town and Parish Councils	22
Home Owners	22
Appendix A – Guidance for Householders	23

1. Introduction




The Department for Environment, Food and Rural Affairs (DEFRA) has policy responsibility for flood and coastal defence in England. The operational responsibility for delivering the service falls to the 'operating authorities'. These are:

- Environment Agency
- Local authorities
- Internal drainage boards (Water Companies).

From these the Environment Agency has a general duty over all matters relating to flood defence and is also responsible for flood forecasting and warning arrangements.

The Environment Agency is responsible for issuing flood warnings in this country.

If flooding is forecast the warning is issued using these three codes:

Code	What it means	When it's used	What to do
Flood Alert  FLOOD ALERT	Flooding is possible. Be prepared.	Two hours to two days in advance of flooding.	Be prepared to act on your flood plan. Prepare a flood kit of essential items. Monitor local water levels and the flood forecast on our website
Flood Warning  FLOOD WARNING	Flooding is expected. Immediate action required.	Half an hour to one day in advance of flooding.	Move family, pets and valuables to a safe place. Turn off gas, electricity and water supplies if safe to do so. Put flood protection equipment in place.
Severe Flood Warning  SEVERE FLOOD WARNING	Severe flooding. Danger to life.	When flooding poses a significant threat to life.	Stay in a safe place with a means of escape. Be ready should you need to evacuate from your home. Co-operate with the emergency services. Call 999 if you are in immediate danger.
Warnings no longer in force	No further flooding is currently	When river or sea conditions begin to return to	Be careful. Flood water may still be around for several days. If you've been flooded, ring your

expected normal.
in your area.

insurance company as soon as possible.

The Environment Agency inspects flood defences, main rivers and other watercourses and makes a report to DEFRA about flood risk.

According to the Department of Environment, Food and Rural Affairs (Defra) and the Environment Agency, approximately 2.3 million properties are at risk of flooding across the UK and this is set to increase.

Real-time flood warnings and advice is available from the Environment Agency's Floodline on 0845 988 1188. The line operates 24 hours a day, seven days a week. They provide information on which agencies have responsibility for protecting and responding to flooding in Derbyshire.

The information is provided from the Derbyshire Flood Contingency Plan and the Department for Environment, Food and Rural Affairs.

2. Scope

In an emergency it is mainly down to Derbyshire County Council (DCC), the other councils (including Bolsover District Council (BDC)) and the emergency services to respond.

Where flooding is particularly severe the armed forces may be called in to help.

Along with the other councils DCC will co-ordinate evacuation, provide emergency accommodation and other services.

3. Principles

This policy contributes to the following Corporate Plan aims and targets.

Customer Focused Services - providing excellent customer focused services

To improve the quality and consistency of services received by customers

Environment - promoting and enhancing a clean and sustainable environment

To protect, enhance and improve the natural and built environment in a sustainable way.

4. Policy Statement

Under our Emergency Planning responsibilities we will assist DCC in providing sand bags for the purpose of preventing flood waters from entering properties. This is only in respect of river and weather type flash floods. It does not apply to burst pipes or sewers.

Flood protection is not the District Councils responsibility. However, we realise the need to provide assistance in emergency situations and as such will respond to requests for sand bags when;

- Our Emergency Plan has been implemented and/or
- There is a real and imminent threat of flood water entering a domestic property.

If flooding is widespread the Council may not be able to provide sandbags or assistance to all properties at risk in time to prevent damage and accepts no liability.

We will not provide sand bags in the following circumstances;

- To prevent the flooding of gardens and landscaped areas
- To prevent the flooding of drive ways and paths
- To prevent the flooding of sheds and garages.

The Environment Agency is responsible for securing flood defences and operating barriers and sluices where necessary. They will also try to help with the emergency response, perhaps by providing spare sandbags that are not needed for their own defences.

5. Responsibility

Environment Agency

In England and Wales, the Environment Agency is responsible for building, maintaining and operating flood defences and for issuing flood warnings to the public, other flood responding organisations and the media.

County Council

DCC is responsible for the following in an emergency:

- Prepare contingency plans.
- Assist in the provision of emergency care for those who have been evacuated or those affected by flooding but remaining in their home.
- Assist with flood alleviation such as issuing sandbags, clearance of blocked high-way culverts, dealing with flooded roads and traffic diversions.
- Co-ordinate the local authority and voluntary organisations response.

- Arrange for the provision of equipment, information, personnel and expertise to the emergency services.
- Implement additional supporting plans e.g. emergency, media, welfare, mass fatalities.

You can find out more about how DCC plan for and deal with emergencies affecting Derbyshire on their website emergency planning pages, www.derbyshire.gov.uk

District Council

Bolsover District Council has the following responsibility in an emergency:

- Preparing contingency plans.
- Assist in the provision of emergency care for those who have been evacuated or those affected by flooding but remaining in their home.
- Assist with flood alleviation.
- Provide equipment, information, personnel and expertise to the emergency services.
- Provide emergency environmental health advice for actions relating to environmental problems caused by flooding.
- Consider applying for Government funding.
- Provide information to the public.

Town and Parish Councils

Town and parish councils have the following responsibilities:

- Preparing contingency plans.
- Assist in the provision of emergency care for those who have been evacuated or those affected by flooding but remaining in their home.
- Assist with flood alleviation.
- Inform other bodies/authorities of situation in Parish.

Home Owners

It is your responsibility as a homeowner to take steps to protect your property against flooding although we will act as quickly as possible in an emergency. You should be prepared and think about measures you can take to reduce potential damage from flooding.

The Environment Agency provides lots of information on preparing for a flood including 'kite-marked' flood prevention products for the protection of individual properties.

Sandbags

You should consider keeping a supply of sandbags if your property is liable to flooding.

Sandbags are usually available from builders merchants, DIY stores or by looking in the local yellow pages.

A few sandbags stored in your garage or shed could prove to be a sensible investment and needn't be costly.

In an emergency

Although you are responsible for protecting your own property against the risk of flooding we respond to flooding emergencies as soon as we can.

The trouble is, when problems are widespread this can't always be in time to prevent damage.

Sandbags can be requested during flooding emergencies by contacting the emergency planning team.

Derbyshire County Council

Office hours: Tel: 01629 585394

Out of hours: via Call Derbyshire telephone 08 456 058058 (lo-call).

Bolsover District Council

Tel: 01246 242424

Appendix A – Guidance for Householders

What types of flood risk could affect a property?

There are several different types of flooding which can affect your home and this is why it's important to ensure you have sufficiently assessed the potential risk to your property by looking at flood risk in a wider perspective.

The following information describes the different types of flooding which may affect your home

Surface Water (Pluvial) Flooding

This type of flooding is caused because the volume of water falling or flowing onto the ground overwhelms existing drainage systems. A major contributor of the severe 2007 floods, such flooding is usually short lived and associated with heavy downpours of rain. Often there is limited advance notice due to the intense nature of water flow needed to create such flooding. However weather forecasts from the Met Office can give a good generalised indication of the flood risk.

Most highway drainage systems are designed to deal with certain frequencies of storm and rainfall intensity. Flooding can be caused by the sheer volume of water often caused by extreme rainfall activity or indicate a blockage or maintenance problem with the system.

Any flooding should be reported so that the risk can be dealt with and the system checked for adequacy.

Fluvial Flooding

Fluvial flooding occurs when rivers overflow and burst their banks due to high or intense rainfall.

Refer to the Environment Agency and Met office websites for flood risk indications.

Engineering solutions that can be put in place to mitigate the impact of this type of flooding are limited simply because of the huge volumes of water involved and because it is not contained or channelled.

Groundwater Flooding

Groundwater flooding can be predicted in advance by the Environment Agency who monitors aquifer levels throughout the year.

This is the most problematic type of flooding in many areas. It is different from surface water flooding caused directly by very high levels of rainfall. Where the geology of an area is predominantly chalk (which contains layers of

water-bearing rock, clay, or sand) aquifers may be present. There is a natural cycle in which the aquifers are filled with rain water in the winter and discharged into chalk streams.

When the aquifers are filled to overflowing in the winter, natural springs and winterbournes are activated (winterbournes are streams or rivers that are dry in the summer months). Exceptional periods of rain can cause groundwater flooding from springs and winterbournes which inundate roads and overwhelm drainage systems. This type of flooding can last for weeks or months. An early indication of groundwater flooding is often when property cellars start to fill with water.

What to do if a flood happens

Taking the right action before and when a flood occurs can be the difference between serious and minimal damage to your property and health. The following advice provided by the Environment Agency offers key steps to take when a flood arrives in your area.

What to do when you hear a Flood Warning

- Listen out for further flood information on radio and TV or visit our website.
- Move pets, vehicles, valuables and other items to safety.
- Alert your neighbours, particularly the elderly.
- Put any flood protection products or equipment in place – but make sure your property is ventilated. Plug sinks/baths.
- Be ready to turn off gas and electricity. Unplug electrical items and move them upstairs if possible.
- Cooperate with emergency services and local authorities - you may be evacuated to a rest centre.
- Do as much as you can in daylight. Doing anything in the dark will be a lot harder, especially if the electricity fails.
- It is also worth taking a photo of as many household items as possible, this could be useful for insurance claim purposes.

Staying safe in a flood

- Listen to the local news and to the emergency services who will advise if evacuation is necessary and check on elderly relatives and make sure they are ok.
- Floods can kill. Don't try to walk or drive through floodwater - six inches of fast flowing water can knock you over and two feet of water will float your car. Manhole covers may have come off and there may be other hazards you can't see.
- Never try to swim through fast flowing water - you may get swept away or be struck by an object in the water.

- Don't walk on sea defences, riverbanks or cross river bridges. They may collapse in extreme situations or you may be swept off by large waves. Beware of stones and pebbles being thrown up by waves.
- Be aware of contaminated water as there is potential for sewage to mix with flood water, this could provide health risks to those who come into contact with it.

Protecting your home from flooding

Although the risk of flooding is increasing, there are measures you can take to protect your home prior to a flood turning up at your doorstep. There are a number of companies who offer products to protect your home from a variety of the major risks. This page offers you an insight into some of the key damage prevention tools which are available

Flood barriers

Flood barriers come in many different shapes and forms. The main principle is to block flood entry into the property itself, via doors and other points of entry such as air vents. Alternatively, it may be possible to block off an area surrounding the property, stopping the flood flow in the process. Door barriers have minimal aesthetic impact and are now advanced enough to withstand severe flooding and ensure a waterproof seal on the entrances to your home.

Protecting electrics

Flooding of electrics can cause thousands of pounds worth of damage. However, there are steps which can be taken to protect the electrics within your home. First, the most obvious step to take is to switch off all electrical items and put any electrical equipment in a raised position. In addition, plug covers and housing for any exposed electrics can be purchased to ensure electrical access routes are blocked.

Flood water pumps

A variety of water pumps are now available and choosing one depends on how much water would need to be pumped. Motorised petrol pumps can pump large amounts of water at incredibly fast speeds. These are often quite cumbersome and suited to severe flooding scenarios where speed is of the essence. Alternatively, you can obtain smaller electrical pumps which can be in place within a flood area. Such a pump obviously requires you to have an electricity source which has not been affected by flood – if you are ever unsure, then call an electrician for confirmation.

Further Information

For further information on flood prevention products, please visit www.floodforum.org.uk where you will find a link to the Blue Pages, which includes contact details for a number of companies and further advice on how your home can be protected.

Who helps when a flood occurs?

Flooding is a growing risk and should be considered by all homeowners. If you live in one of the 2.3 million properties at risk of flooding across England and Wales (source: Environment Agency and Defra), your home or business is more likely to be flooded than it is to catch fire. Most people know who to contact in the event of a fire but would you and your family know who to speak to when a flood risk is apparent?

The following offers a summary of the responsibilities associated with organisations that are on hand before, during and after a flood so you know who to contact to obtain specific information.

The Environment Agency

In England and Wales, the Environment Agency is responsible for building, maintaining and operating flood defences and for issuing flood warnings to the public, other flood responding organisations and the media.

The Environment Agency also provides the Floodline **0845 988 1188** service. You can listen to recorded flood warning information for your area or speak to an operator for advice 24 hours a day.

The Police

When a major flood incident occurs the Police coordinate the emergency services and help with the evacuation of people from their homes where necessary.

The Fire & Rescue Service

- Main objective is to save lives and evacuate people to safety.
- Some local services provide water pumping to remove flood water.

The Citizens Advice Bureau

- In some circumstances the Citizens Advice Bureau can issue advice on how to obtain money in an emergency and what action to take around insurance.
- Contact information on your local Bureau can be found in the phone book or on the Citizens Advice Bureau website.

Local Authorities

- Work with the police, fire and rescue services and the Environment Agency to coordinate responses during severe flooding.
- Issue advice to the local area about the incident and what action to take.

- Organise rest centres for people evacuated from their homes and set up temporary shelters/accommodation for those people who have nowhere else they can go to.
- Address road closures and disruption to social services.
- Where resource and material are available, they may supply sandbags and/or other preventative materials.

If you are planning on carrying out work to renovate or improve your home, this page offers advice to protect your property and reduce the impact of any future flooding.

The below points are worth considering to prevent water from entering your property:

- Once a risk has been identified to a property, it may be worth considering flood protection barriers.
- Before you make any changes to your home, it is important to obtain advice from a surveyor or building professional with experience of flood related issues.
- Perform regular assessments of the condition of your home, checking for cracks or gaps beginning to form between bricks.
- If your area is known to be at risk of flooding, some councils may be able to offer grants to help with protecting your home.
- Ensure that any development to the surroundings of your property takes into consideration water run-off routes.
- To find out more about flood prevention products, visit the 'Blue Pages' directory on www.floodforum.org.uk

The following steps could help you reduce the cost and clear up time after a flood:

- Non-return valves in drainage pipes can prevent the sewage backing up into the house.
- Install electrical sockets higher up walls, taking into consideration the previous level of flooding.
- Gaps which surround access points into the home should be checked, i.e. dishwasher and sink pipes.
- Ensure waterproof door and window frames are installed, providing a sealant to prevent future flooding.
- The use of waterproof paint both internally and externally adds protection to walls themselves and also decreases the risk to paintwork.
- The installation of closed cell insulation within wall cavities next to existing mineral insulation will decrease the risk of flood penetration.
- For older properties, it is worth seeking advice from SPAB (Society for Protection of Ancient Buildings): www.spab.org.uk.

It is also worth checking with your insurance company whether any of the above measures may lead to lower premiums.

Where do I find flood risk information?

There are a number of sources of flood risk information such as the **Environment Agency's** website and the Floodline flood alert service on **0845 988 1188**. This free service provides flood warnings direct to you by telephone, mobile, email, SMS text message, fax or pager. In addition to signing up for warnings, you can get simple advice on what to do before, during and after a flood.

Committee:	Executive	Agenda Item No.:	6.
Date:	7 th November 2011	Status	Open
Category	3. Part of the Budget and Policy Framework		
Subject:	Compliments, Comments, Complaints and Freedom of Information Requests		
Report by:	Customer Service and Access Officer		
Other Officers Involved	Support Officer		
Director	Chief Executive Officer		
Relevant Portfolio Holder	Councillor 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 excellent 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 1st July 2011 to 30th September 2011.

Compliments

Table A shows the number of written compliments received for the period. In total 49 written compliments were received (slightly up from the previous quarter when we received 45). A good cross section of compliments received

from customers appreciating excellent service, including 18 for the Leisure Department for events such as the Halle Orchestra, the Sports Awards and the Breast Cancer event at Kissingate.

Comments

Table B shows the number of written comments received for the period. 14 out of the 17 received were responded to within standard (20 working days), with the remaining 3 open and within timescale.

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 1st July 2011 to 30th September 2011.

Service Area	01/04/11– 30/06/11	01/07/11– 30/09/11	Total
Complaints regarding housing repairs e.g. out of time, quality	Information not currently available		
Missed clinical waste collection	16 (5)	19 (11)	35 (16)
Missed domestic or green bin collection	166 (155)	192 (175)	358 (330)
Missed blue box/ burgundy bin collection	205 (201)	518 (492)	723 (693)
Total	387 (361)	729 (678)	1116 (1039)

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 7,935 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. 26 complaints were received during this period, down from last quarter in which we received 31 complaints. 24 of these were responded to within our customer service standard of 20 working days, with the remaining 2 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 9, up from 5 for the previous quarter, stage three complaints were received, all 9 were responded to within standard.

Ombudsman

Table G shows the status of Ombudsman complaints for 2011/12 as of 13th October 2011. One preliminary investigation was received from the Ombudsman during this period which was responded to within 3 working days. Additionally, the Ombudsman looked into four further complaints and decided two were outside of their jurisdiction and discontinued their investigations into the remaining two.

Freedom of Information (FOI)

Table H shows the number of requests for 'freedom of information' for the period by date order. Of the 107 requests received (up from 102 last quarter), 96 were responded to within the government standard of 20 working days and the remaining 11 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 2 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 01/07/11 – 30/09/11

Table B: Comments summary for the period 01/07/11 – 30/09/11

Table C: Comments summary by department 2011/12

Table D: Stage two complaints summary for the period 01/07/11 – 30/09/11

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

Table F: Stage three complaints summary for the period 01/07/11 – 30/09/11

Table G: Ombudsman complaints summary for 2011/12

Table H: Freedom of information summary for the period 01/07/11 – 30/09/11

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

FILE REFERENCE: - N/A

SOURCE DOCUMENT: - N/A

Table A: COMPLIMENTS SUMMARY 01/07/11 – 30/09/11

Date Received	Area	Summary of Compliment	Departments Involved
01/07/11	Bolsover	Thanks to all involved in Halle Concert in Clowne. Fantastic event	Leisure
04/07/11	Dronfield	Thanks to Planning for their assistance	Planning
04/07/11	Nottingham	Thanks to all involved in Halle Concert in Clowne. Fantastic event	Leisure
11/07/11	Bolsover	Thanks for quick response to burst pipe in kitchen	Housing
15/07/11	Not known	Thanks for granting planning application	Planning
15/07/11	South Normanton	Thank you to Contact Centre staff, very helpful	Contact Centres
22/07/11	Stainsby Common	Thanks to staff involved in burgundy bin complaint which has now been resolved	Contact Centres Community & Street Services
28/07/11	Chesterfield	Thanks to Housing staff for rectifying issues raised in Stage 2 Complaint	Housing
28/07/11	Harthill	Thanks to staff at Creswell Leisure Centre. The baths are always clean and staff are cheerful, friendly and helpful	Leisure
28/07/11	Langwith Junction	Venue for soft play facilities is fantastic, food varied, will recommend	Leisure
28/07/11	Bolsover	Thanks for support provided in relation to press issue involving Bolsover School	Customer Service & Performance
01/08/11	Barlborough	Thanks to Planning in relation to fly posting enforcement	Planning
04/08/11	Creswell	Thanks for help with grant for private housing	Regeneration
04/08/11	Whitwell	Thanks to the CAN Rangers in attendance at the Whitwell gala	Community & Street Services
04/08/11	Shirebrook	Thanks to CAN Rangers - now able to have undisturbed sleep	Community & Street Services
05/08/11	Hardstoft	Thanks to Customer Advisor who arranged for bin to be collected after repeated requests	Contact Centres
10/08/11	Pleasley	Pleased with burgundy bin scheme	Community & Street Services
10/08/11	Bolsover	Thanking Environmental Health department for their help and finding the relevant information	Environmental Health
10/08/11	Welbeck	Thanks to Contact Centre staff for arranging refuse bins at apartments	Contact Centres Community & Street Services
11/08/11	Shirebrook	Thanks to Contact Centre and refuse staff for delivery of refuse bins	Contact Centres Community & Street

Table A: COMPLIMENTS SUMMARY 01/07/11 – 30/09/11

Date Received	Area	Summary of Compliment	Departments Involved
			Services
11/08/11	Wakefield	Thanks to Legal for quick response to Local Search request	Legal
12/08/11	Chesterfield	Thanks to Legal for a 5 star service in relation to Land Charges	Legal
16/08/11	Shirebrook	Thanks to electrician who has done excellent work	Housing (Repairs)
17/08/11	Ripley	Thanks to Leisure team involved with Jog Derbyshire project	Leisure
23/08/11	Elmton	Thanks for receiving bins	Community & Street Services Contact Centres
07/09/11	Bolsover	Thanks to Housing staff who helped her with housing application after death of husband	Housing
09/09/11	Creswell	Thanks to Customer Advisor for chasing delivery of burgundy bin	Contact Centres
13/09/11	Pinxton	Compliment for Waste Services Officer on her efficiency, professionalism and courtesy	Community & Street Services
13/09/11	Not known	Thanks to all staff at Kissingate Leisure for Breast Cancer event	Leisure
13/09/11	Shirebrook	Thanks to Meet the Buyer event at Kissingate	Regeneration
13/09/11	Not known	Thanks to all hard work at charity event at Kissingate	Leisure
13/09/11	Not known	Thanks for marvellous work in organising Bolsover Festival	Leisure
12/09/11	Not known	Thanks for marvellous work in organising Bolsover Festival	Leisure
14/09/11	Not known	Thanks for marvellous work in organising Bolsover Festival	Leisure
14/09/11	Sheepbridge	Thanks for work put into Brass Band Contest	Leisure
16/09/11	Staffordshire	Thanks for staging reunion Brass Band Contest	Leisure
19/09/11	Not known	Amazing day at Brass Band Contest	Leisure
19/09/11	Not known	Thanks for Brass Band contest and for chance to be a part of it	Leisure
19/09/11	Not known	Thanks for time and assistance regarding enquiry about footpaths	Planning
19/09/11	Tibshelf	Compliments to shower fitter, very courteous, very tidy	Housing

Table A: COMPLIMENTS SUMMARY 01/07/11 – 30/09/11

Date Received	Area	Summary of Compliment	Departments Involved
20/09/11	Whitwell	Thanks for sorting out tenant's garden	Housing
20/09/11	Leicester	Thanks for speedy and thorough approach in determining application	Planning
20/09/11	Not known	Thank you for taking time to explain details of planning application	Planning
21/09/11	Shirebrook	Thanks for the litter pick	Community & Street Services
21/09/11	Whitwell	Thanks to Contact Centre staff and repairs team who are helpful and pleasant	Contact Centres Housing
26/09/11	Bolsover	Enjoyed Sports Awards, great experience	Leisure
26/09/11	Bolsover	Enjoyed Sports Awards, great experience	Leisure
28/09/11	Derbyshire	Congratulations on Sports Award evening, really good content	Leisure
30/09/11	Whitwell	Sports Award was a fantastic night	Leisure

Table B: SUMMARY OF COMMENTS 01/07/11 – 30/09/11

Date Received	Area	Summary of Comment	Departments Involved	Date Response Sent	No of work days	Summary of Response
01/07/11	Creswell	Siting of a portacabin at Bluebell Walk Creswell	Planning	22/07/11	15	No planning permission required if under a certain size
05/07/11	Creswell	Concerns over recent and future developments of the Markland Campus	Planning Leisure	28/07/11	17	Parish councils have right to erect buildings on land they own or manage where it is for improvement or maintenance of that land as long as it does not exceed height/ volume restrictions, site transferred to Elmtton with Creswell Parish Council
05/07/11	Dronfield	Alleged planning violation Blossom Walk Estate, Bluebell Walk sports facilities	Planning	28/07/11	17	Parish councils have right to erect buildings on land they own or manage where it is for improvement or maintenance of that land as long as it does not exceed height/ volume restrictions
07/07/11	Shirebrook	Footpaths in Shirebrook overgrown with weeds, dog fouling and litter	Environmental Health	28/07/11	15	Environmental Health to gain more information regarding areas in Shirebrook which are affected and will arrange patrols. Advised that we rely on residents to report problems
13/07/11	Glapwell	Late delivery of burgundy bin, missing inner box and no explanatory leaflet	Community & Street Services	02/08/11	14	Apology for mix up and inconvenience. Situation rectified by contractors - caddy, information envelope and calendar sent

Table B: SUMMARY OF COMMENTS 01/07/11 – 30/09/11

Date Received	Area	Summary of Comment	Departments Involved	Date Response Sent	No of work days	Summary of Response
12/07/11	Palterton	Enquiry about future of 13 Row at Palterton	Regeneration Environmental Health	29/07/11	13	Confirmed letter sent on 18/7/11 to resident informing that Guinness Northern Counties are currently carrying out inspection at site. Given a contact number if any concerns about security on site
03/08/11	Langwith	Sports Hall at Kissingate Leisure Centre needs better ventilation	Leisure	08/08/11	3	Checking air conditioning unit
10/08/11	Bolsover	Why are the Council not recruiting staff	Finance & Revenues	19/08/11	7	Confirmation no vacancy for Revenues Inspector, agency worker recruited for 3 months to clear backlog of work - contracted bailiffs now carry out this work
10/08/11	Shirebrook	Wants 'no-ball games' sign enforcing	Community & Street Services	25/08/11	11	CAN Rangers to keep patrolling
11/08/11	Creswell	Unhappy that a camera was being used by a member of the public in leisure centre pool	Leisure	01/09/11	14	Apology for notices not displayed in centre giving information on policy for use of photographic equipment. Notices back in place
30/08/11	Palterton	Reports 13 Row Palterton falling into disrepair	Regeneration Environmental Health	21/09/11	16	Guinness Northern Counties meeting on 12th October 2011 to decide the future of the site
02/09/11	Nottingham	No information about dog neutering on website	Environmental Health	08/09/11	4	Wording provided for website

Table B: SUMMARY OF COMMENTS 01/07/11 – 30/09/11

Date Received	Area	Summary of Comment	Departments Involved	Date Response Sent	No of work days	Summary of Response
05/09/11	Bolsover	Unhappy with litter round New Hillcrest Close, wants a litter bin	Community & Street Services	23/09/11	14	Assessment arranged for bin. Enforcement Officer tried to contact resident to update. Contact Centres arranging clean up
15/09/11	Doe Lea	Area around Riverside Depot overgrown, who is responsible	Community & Street Services	30/09/11	11	Signage and fencing to be erected around pond. Regular maintenance arranged for landscaped area of which one job has already been completed
20/09/11	Clowne	Mother-in-law's green bin is missing. She is a pensioner and told she would have to pay	Community & Street Services			
22/09/11	Clowne	Suggestion that burgundy bin be collected weekly and black bins fortnightly	Community & Street Services			
28/09/11	New Houghton	Upset that public toilets on Cavendish Walk have been closed	Regeneration			

Table C: Comments 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		
	No. of Comments	No. Responded to in time	No. responded to out of time	No. of Comments	No. Responded to in time	No. responded to out of time	No. of Comments	No. Responded to in time	No. responded to out of time	No. of Comments	No. Responded to in time	No. responded to out of time	No. of Comments	No. Responded to in time	No. responded to out of time
Contact Centre															
Customer Service & Performance Department	3	3											3	3	
Community & Street Services	13	13		6	6								19	19	
Housing	4	4											4	4	
Legal															
Leisure				3	3								3	3	
Planning	8	8		3	3								11	11	
Environmental Health				4	4								4	4	
Regeneration	4	4		3	3								7	7	
Finance & Revenues	2	2		1	1								3	3	
Totals	34	34		20	20								54	54	

Table D: Summary of Stage Two Complaints 01/07/11 – 30/09/11

Date Received	Area	Summary of Complaint	Departments Involved	Date Response Sent	No of work days	Remedy
04/07/11	Chesterfield	Unhappy with non response from Housing in relation to housing application	Housing	22/07/11	14	Housing Needs Manager contacted complainant direct and fully discussed housing situation and options. Apology for inaccurate acknowledgement letter, reviewed and amended points
07/07/11	Bolsover	Unhappy with the way Housing Benefit claim dealt with	Finance & Revenues	02/08/11	18	Re-iterated breakdown of information sent out on 18th July 2011 - revised council tax bill sent out and housing benefit adjusted
15/07/11	Blackwell	Unhappy with a family that had been allowed a 3 bedroomed instead of a 2 bedroom property	Housing	25/07/11	6	No third party information provided - however advised all housing been allocated in line with Housing Policy
02/08/11	Whitwell	Unhappy that advised fencing would be erected for privacy against public footpath that runs at side of property and then advised tenant responsibility	Housing Community & Street Services	24/08/11	16	Apology for misunderstanding – fencing not usually provided but would make an exception in this case, CAN Rangers to patrol area in relation to litter problems
03/08/11	Whitwell	Present property not suitable for needs, would like a bungalow	Housing	25/08/11	16	Informed of action taken so far and what tenant needs to do in support of housing application
04/08/11	Mansfield	Shared court bookings at Kissingate	Leisure	24/08/11	14	Apology for length of time taken to resolve, however, no health and safety implications. Advised will not take shared bookings for other activities

Table D: Summary of Stage Two Complaints 01/07/11 – 30/09/11

Date Received	Area	Summary of Complaint	Departments Involved	Date Response Sent	No of work days	Remedy
11/08/11	Barlborough	Unhappy with Bolsover Council's handling of a Freedom of Information request to Barlborough Parish Council in relation to 'Brass on the Grass' event	CSPD Legal	17/08/11	4	Confirmation of the Customer Service & Performance Department's role in assessing and processing all FOI requests passed to them by Officers/ Elected Members of the Council and forwarding any non BDC requests to the relevant organisations
10/08/11	Skegby	Not happy with the outcome of an internal investigation	Housing HR & Payroll	31/08/11	15	Head of Human Resources satisfied that the findings of the investigation and report produced by the Investigating Officer were thorough
15/08/11	Bolsover	Access blocked to open plan area to rear of property	Housing Community & Street Services	13/09/11	20	A further visit to the neighbour in question will be carried out to assess the situation
18/08/11	Pinxton	Road sweeper does not come often enough and does not sweep where litter is worst	Community & Street Services	02/09/11	10	Apologies that sweeping schedule had not been adhered to. Confirmation that tracking devices will be fitted by end of 2011 to ensure accurate record of where vehicles have been
24/08/11	Tibshelf	Has previously had a rat problem. Pest Control Technician advised no obvious point of access and recommended a drains inspection. Not happy that there would be a cost for this	Environmental Health	19/09/11	17	Advised that the Council will carry out 2 treatments for rats inside but homeowners must carry out remedial work or follow advice to prevent further infestation

Table D: Summary of Stage Two Complaints 01/07/11 – 30/09/11

Date Received	Area	Summary of Complaint	Departments Involved	Date Response Sent	No of work days	Remedy
26/08/11	Shirebrook	Unhappy with outcome of visit from pest control technician in relation to rat problem	Environmental Health	21/09/11	17	Explanation of all points raised and re-iterated advice given by Pest Control Technician correct
01/09/11	Newton	Parents who moved into bungalow would like adaptation work reversed and report other repairs	Housing	29/09/11	20	Tenants, who were shown around property twice, advised of shower adaptation and cost to reverse would be at own expense subject to permissions, accepted tenancy. One-off cut to garden arranged. Fault on boiler was not a result of gas commissioning. Other repairs completed
02/09/11	Bolsover	Unhappy with Acceptable Behaviour Contract (ABC) which they were asked to sign in relation to their son	Housing	21/09/11	13	Confirmation that correct procedures were followed and that ABC was agreed by all parties. Complainant and son now attending Acceptable Behaviour Contract meetings and happy with outcome so far
06/09/11	South Normanton	Chesterfield Law Centre on behalf of client - concerned about place on housing register, would like a bungalow, unhappy with lack of response	Housing	21/09/11	12	Confirmation of housing needs, bungalow not applicable due to age, going through homelessness process. Independent medical advisors confirm vulnerable adult but makes no recommendation with regards to type of accommodation
06/09/11	Glapwell	Unhappy that repair operative did not carry out job as requested.	Housing	29/09/11	17	Apology for wrong repair carried out with re-iteration that all

Table D: Summary of Stage Two Complaints 01/07/11 – 30/09/11

Date Received	Area	Summary of Complaint	Departments Involved	Date Response Sent	No of work days	Remedy
		Seeking compensation for delays				appointments were made by prior arrangement with customer, some appointments not kept by tenant, therefore no compensation justified. Work completed 1/9/11
06/09/11	Shirebrook	Unhappy with lack of response from Leisure Centre staff and Council in general in relation to antisocial behaviour adjacent to Kissingate Leisure Centre	Leisure Community & Street Services	22/09/11	12	Apology if customer felt that Kissingate staff were not interested in reporting problems raised. Council works closely with police on antisocial behaviour
08/09/11	Pinxton	Damp problem reported in February 2011 but not resolved	Housing	05/10/11	19	Two extractor fans been ordered and are due to be fitted. Advice on life style changes and how to reduce condensation
13/09/11	Bolsover	Tenant's housing benefit application refused and want reasons why	Finance & Revenues	10/10/11	19	Not able to release personal information in relation to ex-tenant to a former landlord
14/09/11	South Normanton	Concerns over manner in which planning application is being conducted	Planning	12/10/11	20	Explanation that the Planning department has followed their procedures in relation to application and amendments
14/09/11	Creswell	Unhappy with invoice for work on chimney breast, does not want to pay full cost, also no response from department to last correspondence	Planning	05/10/11	15	Breakdown of costs in relation to work done, which was agreed by residents before work commenced. Costs are reasonable and due. Advised to pay before 13/10/11 when recovery action will commence

Table D: Summary of Stage Two Complaints 01/07/11 – 30/09/11

Date Received	Area	Summary of Complaint	Departments Involved	Date Response Sent	No of work days	Remedy
19/09/11	Barlborough	Unhappy with response to Freedom of Information request in relation to report taken to Standards Committee	CSPD	05/10/11	11	No reason to change original decision made by the Legal Section. Confirmation that report was circulated to those in attendance at Standards Board Committee, copy of minutes of meeting (publicly available) sent
20/09/11	Ravenshead	No response to letter sent to 'Environment & Planning' relating to street cleaning in Whitwell	Environmental Health Planning Community & Street Services	12/10/11	16	Postal logs checked - no record found of previous letter. Review showed no daily litter pick warranted but advised many parish/town councils deploy their own workforce with regard to enhanced street cleansing
20/09/11	Not known	Waited 40 minutes for the Planning computer to work	ICT CSPD (Contact Centres)	13/10/11	17	Apologies and assurances that this will not happen again
22/09/11	Bolsover	Unhappy with lack of repairs to property	Housing			
27/09/11	Bolsover	Would like compensation for repairs jobs not completed on time	Housing			

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		1	1								7	7	
Customer Service and Performance	7	7		2	2								9	9	
Community & Street Services	3	3		6	6								9	9	
Housing	8	8		12	12								20	20	
HR & Payroll				1	1								1	1	
ICT				1	1								1	1	
Legal & Democratic Services	6	6		2	2								8	8	
Leisure				2	2								2	2	
Planning	3	3		3	3								6	6	
Environmental Health	3	3		2	2								5	5	
Regeneration	1	1											1	1	
Finance & Revenues	10	10		2	2								12	12	
Totals	47	47		34	34								81	81	

Table F: Summary of Stage Three Complaints 01/07/11 – 30/09/11

Date Received	Area	Summary of Complaint	Departments Involved	Date Response Sent	No of work days	Remedy
11/07/11	South Normanton	Unhappy with response from Planning regarding the hedge and Planning Application 11/00127/REMMAJ	Planning	27/07/11	12	Ownership of the hedge will be clarified with planning applicant
12/07/11	Clowne	Unhappy with Stage 2 response with regard to father's benefit claim	Finance & Revenues	04/08/11	17	Confirmation that complainant unable to attend meeting with father, information not requested twice, standard letters sent out. Information re nursing home not held by Council
12/07/11	Pinxton	Unhappy with benefit claim being refused and length of time to take this matter to a tribunal	Finance & Revenues	04/08/11	17	The standard of 5 working days cannot be met when a claim is not straightforward. Evidence being submitted to Tribunal Service
25/07/11	Clowne	Unhappy with Stage 2 response feels we have not addressed noise complaint	Environmental Health Legal	22/08/11	20	Environmental Health will continue to investigate any complaints regarding noise nuisance, all previous work done has followed procedures. Advised of acceptable behaviour when contacting the Council
07/07/2011	South Normanton	Not happy with Stage 2 response Wants a grid over top of gulley, not stones	Housing	24/08/11	20	Council does not have resources to put a grid in place. If resident wants to carry out work at own expense they need permission in writing

Table F: Summary of Stage Three Complaints 01/07/11 – 30/09/11

Date Received	Area	Summary of Complaint	Departments Involved	Date Response Sent	No of work days	Remedy
10/08/2011	Shuttlewood	Not happy with Planning decision in relation to development adjacent to property	Planning	30/08/11	13	Guidelines were met and Council could not have insisted on building being removed
11/08/2011	Chesterfield	Not happy with Stage 2 response in relation to our Housing Policy and housing application	Housing	08/09/11	19	Points recalculated due to an error. Apology given. Housing Allocations Policy re-iterated
25/08/2011	Whitwell	Unhappy with response to Stage 2 wants to be rehoused to a bungalow due to disability	Housing	23/09/11	20	Awaiting independent medical advisors feedback to determine whether to waive the age restriction for bungalows
19/09/2011	Barlborough	Not happy with Stage 2 response regarding a Standards Board investigation	Customer Service & Performance	7/10/11	14	Additional information can be supplied at any time during a complaints investigation (Standards Board)

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	Outside jurisdiction as the complainant signed off the works at the time and did not raise any dissatisfaction at the time
15/07/11	Creswell	Cracks on driveway are as a result of planning permission given to developers in 1989	Planning			15/07/11	Outside jurisdiction as complainant did not raise the issue with the Ombudsman within 12 months of knowing about it
11/08/11	Clowne	Contesting suspension (due to rent arrears) from the Housing waiting list	Housing	16/08/11	3		Open awaiting a decision from the Ombudsman
11/08/11	Barlborough	Unhappy with Planning Enforcement action in relation to development at Barlborough - Informal investigation	Planning			11/08/11	To discontinue investigation as it is the developer's behaviour which has caused distress, not any maladministration by the Council (note - the LGO has cited good practice in respect of the Council)

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
05/09/11	Barlborough	Complaint that Bolsover District Council wrongly advised complainant's employer, a parish council, over matters concerning employment				05/09/11	Not in jurisdiction and no discretion – the complaint is against the parish council who do not fall within the jurisdiction of the Ombudsman
06/09/11	Hodthorpe	An article in Intouch breached the code of practice on local authority publicity and that the article had an adverse and unfair impact on public opinion				06/09/11	Not to initiate an investigation – no personal injustice caused to the complainant

Table H - Summary of FOI Requests 01/07/11 – 30/09/11

Date Received	Ref Number	Summary of FOI	Departments Involved	Date Response Sent	No of work days	Information released
04/07/11	103/1112	Any complaints since 1st January 2009 from allotment holders about the behaviour/conduct of other allotment holders	Regeneration	26/07/11	16	No information held
05/07/11	104/1112	New business rates accounts opened from 1/4/2007 to 31/3/2009 and a current list of live business accounts	Finance & Revenues	28/07/11	17	Yes
06/07/11	105/1112	Copy of report into the account of the death of a German Shepherd puppy that was in a pet hotel	Environmental Health	07/07/11	1	Yes
06/07/11	106/1112	Information in relation to Bailiff services in connection with recovery of revenue	Finance & Revenues	28/07/11	16	Yes
06/07/11	107/1112	List of business rates for current overpayment/credit	Finance & Revenues	28/07/11	16	Partially - some information not held for period specified
06/07/11	108/1112	Information relating to unclaimed credit balances	Finance & Revenues	28/07/11	16	Yes
06/07/11	109/1112	Information relating to the CAPITA group of companies	Finance & Revenues	28/07/11	16	Yes
12/07/11	110/1112	Information relating to mobile telephones and computers	Finance & Revenues Procurement	22/07/11	20	Partially – given other authority details
11/07/11	111/1112	Last 6 months of public health funerals with surnames, first names, dates of death and values of estates	Environmental Health	28/07/11	13	No information held
11/07/11	112/1112	Use of third party bailiff services, companies contracted and contract end	Finance & Revenues	02/08/11	16	Partially - some information provided, some not held
12/07/11	113/1112	Details of people who have died with no next of kin from 21/03/2011 to the present	Regeneration	02/08/11	15	No information held

Table H - Summary of FOI Requests 01/07/11 – 30/09/11

Date Received	Ref Number	Summary of FOI	Departments Involved	Date Response Sent	No of work days	Information released
13/07/11	114/1112	How many official complaints received in last 3 years in relation to apparent noise pollution caused by wind turbines	Planning Environmental Health Customer Service & Performance	02/08/11	14	No information held
14/07/11	115/1112	Information relating to household waste and recycling	Community & Street Services	02/08/11	13	Partially - some information provided, some not held
14/07/11	116/1112	Details of people who have died with no next of kin since March 2011 to the present	Regeneration	02/08/11	13	No information held
18/07/11	117/1112	Further to previous requests 276/1011 and 387/1011 what are budget decisions for 2011/12	Finance & Revenues	02/08/11	11	No information held
18/07/11	118/1112	Information on rateable values and liabilities for schools in area	Finance & Revenues	10/08/11	17	Yes
18/07/11	119/1112	Report from Standards Committee Hearing	Legal & Democratic	11/08/11	18	No – exempt Section 36 (effective conduct of public affairs) and Section 42 (legal professional privilege)
18/07/11	120/1112	Number of instances of fly tipping and other information relating to fly tipping in period 1st April 2010 to 31st March 2011	Community & Street Services Environmental Health	11/08/11	18	Yes
19/07/11	121/1112	Locations of dog waste bins for which the local authority is responsible	Community & Street Services Leisure	15/08/11	19	Partially - some information not held
19/07/11	122/1112	Collection, transportation and disposal of Health Care Waste	Community & Street Services	04/08/11	12	No information held

Table H - Summary of FOI Requests 01/07/11 – 30/09/11

Date Received	Ref Number	Summary of FOI	Departments Involved	Date Response Sent	No of work days	Information released
20/07/11	123/1112	Information on bailiffs	Finance & Revenues	16/08/11	19	Yes
20/07/11	124/1112	Request for winning tender document for PR and Marketing Services contract	Procurement	17/08/11	20	No information held – advised of relevant organisation’s details
21/07/11	125/1112	All current rateable value assessments between £500 and £12,000	Finance & Revenues	11/08/11	15	Yes
25/07/11	126/1112	List of publicly owned sites or buildings that are currently requesting planning permission or have had it granted in last 2 years	Planning Finance & Revenues Regeneration	17/08/11	17	Partially - some information not held
25/07/11	EIR/127	Request for information under Environmental Information Regulations in relation to specified addresses	Planning Environmental Health	10/08/11	13	Requester to view by appointment
26/07/11	128/1112	Figure for last 10 years for number of Section 106 agreements agreed by council	Planning	17/08/11	16	Yes
26/07/11	129/1112	Whether a landowner owns any further properties that are empty and the council are not receiving council tax from	Finance & Revenues	18/08/11	17	No - exempt Section 40 (Personal Information)
27/07/11	130/1112	Information on ratepayers who are a limited company	Finance & Revenues	18/08/11	16	Partially - some information provided, some not held
26/07/11	131/1112	Information on council's scheme of selling residents recycling to make money	Community & Street Services	05/08/11	8	No information held
28/07/11	132/1112	Information regarding fly tipping, skip permits and bulky waste collections	Community & Street Services Environmental Health	24/08/11	19	Partially - some information held by DCC

Table H - Summary of FOI Requests 01/07/11 – 30/09/11

Date Received	Ref Number	Summary of FOI	Departments Involved	Date Response Sent	No of work days	Information released
29/07/11	133/1112	Information relating to motorway service areas, food safety and environmental health concerns	Environmental Health	18/08/11	14	No - refusal notice Section 12 Costs exceeds appropriate limit
02/08/11	134/1112	Supply breakdown of councillors allowances and expenses by named councillors for the period 2010/11	HR & Payroll	03/08/11	1	No - exempt Section 22 Information intended for future publication
02/08/11	135/1112	Contact details for Head of Procurement, Business Change, ICT, Communications Manager, Strategy	Customer Service & Performance	04/08/11	1	Partially - some information held by DCC and Shared ICT
02/08/11	136/1112	Internet web sites BDC staff visited in 2010/11 and April 2011 to date, amount spent on sites, Internet usage policy and number of actions for misuse	HR & Payroll	24/08/11	16	Partially - some information provided, rest transferred to NEDDC
26/07/11	137/1112	Questions in relation to the publication of general information about activities	Customer Service & Performance	18/08/11	17	Partially - some information provided, some not held
02/08/11	138/1112	Last 4 weeks of public health funerals with surnames, first names, dates of death and values of estates	Environmental Health	04/08/11	0	Yes
02/08/11	139/1112	How many playing pitches have been lost on council-run public parks over last 10 years	Leisure	19/08/11	13	No information held
03/08/11	140/1112	Inappropriate images found on council computers during last 5 years. How many staff were subject to disciplinary action	HR & Payroll	19/08/11	12	No information held, transferred to NEDDC
03/08/11	141/1112	Total amount of money paid to trade unions by Council and the amount of staff time spent on trade union activities	HR & Payroll	24/08/11	15	Partially - some information provided, some not held

Table H - Summary of FOI Requests 01/07/11 – 30/09/11

Date Received	Ref Number	Summary of FOI	Departments Involved	Date Response Sent	No of work days	Information released
03/08/11	142/1112	Correspondence between Bolsover District Council and Derbyshire County Council in relation to core strategy developments	Planning	25/08/11	16	No- Exempt Section 36 Effective conduct of public affairs
03/08/11	143/1112	Release findings of desk top survey carried out by Derbyshire Wildlife Trust in relation to core strategy developments	Planning	19/08/11	12	Yes
03/08/11	144/1112	Total number of empty Council properties	Housing	25/08/11	16	Yes
03/08/11	145/1112	Details about unauthorised or temporary gypsy sites	Environmental Health	25/08/2011	16	Partially - some information provided, some not held
04/08/11	146/1112	Details of data losses by employees of the Council	Customer Service & Performance HR & Payroll	24/08/11	14	Partially - some information provided, rest transferred to NEDDC
08/08/11	147/1112	Details of people who have died with no next of kin	Environmental Health	02/09/11	19	No information held
09/08/11	148/1112	How many companies are liable for more than one rating assessment/account.	Finance & Revenues	02/09/11	18	Yes
08/08/11	149/1112	Requesting GIS maps showing all land within the authority - green belt land, land authority owned, designated brownfield sites, undeveloped land, village greens, allotments	Planning Legal & Democratic Environmental Health Regeneration	26/08/11	14	Partially - some information provided, rest transferred to NEDDC
10/08/11	150/1112	Information relating to voluntary early retirements, redundancies, the use of Agency workers and apprentices	HR & Payroll	07/09/11	20	Yes
11/08/11	151/1112	Further questions relating to elected members Code of Conduct and training	Legal & Democratic	02/09/11	16	Partially - some information provided, some information not held

Table H - Summary of FOI Requests 01/07/11 – 30/09/11

Date Received	Ref Number	Summary of FOI	Departments Involved	Date Response Sent	No of work days	Information released
11/08/11	152/1112	Information regarding budgetary provision for specified matters in last three financial years	Finance & Revenues	01/09/11	15	Yes
12/08/11	153/1112	Status of local plan or core strategy and number of planning staff in 2008	Planning Finance & Revenues	02/09/11	15	Partially - some information provided, some not held
12/08/11	154/1112	Details of public health funerals performed by BDC from March 2011	Environmental Health	24/08/11	8	No information held
15/08/11	155/1112	Details in relation to Data Protection, Freedom of Information, Information Sharing, EIR requests and information security	Customer Service & Performance	30/08/11	11	Partially - some information provided, some not held
15/08/11	156/1112	Total tax revenue from residential Council Tax that should have been collected had all due debts been paid	Finance & Revenues	30/08/2011	11	Yes
15/08/11	157/1112	Names and party political affiliations of all councillors or confirm their independent status	Legal & Democratic	30/08/2011	11	Partially - some information provided, some exempt Section 21 Available by other means, rest transferred to DCC
15/08/11	158/1112	Who is responsible for administering repairs to traffic control equipment, to street furniture and for their budgets	Regeneration	30/08/2011	11	Partially - some information provided, rest transferred to DCC
16/08/11	159/1112	Wants to know legislation that would be contravened regarding housing benefit claim and copies of documents	Finance & Revenues	13/09/2011	20	Information released under a subject access request (Data Protection)

Table H - Summary of FOI Requests 01/07/11 – 30/09/11

Date Received	Ref Number	Summary of FOI	Departments Involved	Date Response Sent	No of work days	Information released
16/08/11	160/1112	Policy on dog neutering and stray dogs	Environmental Health	02/09/2011	13	No information held
17/08/11	162/1112	Stray animals dealt with or any organisation fulfilling task on our behalf since Jan 1st 2007	Environmental Health	07/09/2011	15	Partially - some information provided, some not held
18/08/11	164/1112	Information concerning personal searches of local land charges register and associated questions	Legal & Democratic	16/09/2011	20	No – Exempt Section 42 Legal Professional Privilege
22/08/11	165/1112	Information on licensed premises within Bolsover District Council's area	Legal & Democratic	13/09/2011	16	No - Exempt Section 21 Available by other means given website details
19/08/11	166/1112	Information relating to local land charges including all correspondence	Legal & Democratic	16/09/2011	19	No - refusal notice Section 12 Costs exceeds the appropriate limit
24/08/11	167/1112	Details of people who have died with no next of kin	Environmental Health	13/09/2011	14	No information held
24/08/11	168/1112	Request for information on Pest Control services	Environmental Health	13/09/2011	14	Yes
25/08/11	169/1112	Information relating to files held in relation to APPS (Amalgamated Personal Property Searches)	Legal & Democratic Customer Service & Performance	22/09/11	20	Partially - some information provided some exempt under Section 42 (legal professional privilege)
24/08/11	170/1112	List of all addresses and rateable values for properties up to a rateable value threshold of £12,000	Finance & Revenues	20/09/2011	19	Yes
24/08/11	EIR/171	Land Search information in relation to a specified address	Environmental Health	13/09/11	14	Partially - some information provided, some not held

Table H - Summary of FOI Requests 01/07/11 – 30/09/11

Date Received	Ref Number	Summary of FOI	Departments Involved	Date Response Sent	No of work days	Information released
25/08/11	172/1112	Request for information in relation to Garra Rufa fish treatments	Environmental Health	20/09/2011	18	Partially - some information provided, some not held
26/08/11	173/1112	Details of all public health funerals passed to treasury solicitor within last 4 weeks	Environmental Health	20/09/11	17	No information held
30/08/11	174/1112	How much did Bolsover District Council spend on providing translation services for 2008/9, 2009/10 and 2010/11	Customer Service & Performance	22/09/2011	17	Yes
30/08/11	175/1112	Various questions on allotments	Regeneration	22/09/2011	17	Yes
30/08/11	176/1112	Reports on hygiene at Bolsover School	Environmental Health	23/09/2011	18	Partially - some information provided, some redacted Section 40 (Personal information)
31/08/11	177/1112	Price of all parking permits and number issued to council employees	Customer Service & Performance	02/09/2011	0	No information held
31/08/11	178/1112	Addresses, rateable values and credits on all business properties that have historic credit on their account	Finance & Revenues	26/09/2011	18	Partially - some information provided, some redacted Section 40 (Personal information)
01/09/11	179/1112	Number of pest infestations dealt with in each of last two years and a breakdown of species concerned	Environmental Health	26/09/11	17	Yes
01/09/11	180/1112	Copy of tenancy agreement for an address in New Houghton	Finance & Revenues	27/09/2011	18	Yes
02/09/11	181/1112	How much money did BDC receive/ is due from businesses with which it has a registered Primary Authority Partnership	Finance & Revenues	26/09/11	16	No information held

Table H - Summary of FOI Requests 01/07/11 – 30/09/11

Date Received	Ref Number	Summary of FOI	Departments Involved	Date Response Sent	No of work days	Information released
05/09/11	182/1112	How much was spent on lighting in both cost and kwh in 2010/11	Regeneration	27/09/2011	16	Partially - some information provided, some not held
31/08/11	EIR/183	Land Search information in relation to a specified address	Environmental Health BCN	16/09/2011	12	Partially - some information provided, some not held
06/09/11	184/1112	Estimated percentage of accounting errors that may occur on individual rating assessments for NNDR	Finance & Revenues	27/09/2011	14	No information held
08/09/11	185/1112	How much does BDC spend on recruitment advertising in press and online media. Also Disability Equality Duty report	HR & Payroll	28/09/2011	14	No information held Exempt - Section 21 available by other means (for report)
09/09/11	186/1112	How much compensation has been paid to your staff as a result of accidents at work in the past five years	Finance & Revenues	29/09/2011	14	Yes
15/09/11	187/1112	List of all CCTV cameras within the district	Community & Street Services Environmental Health Leisure Regeneration	12/10/2011	19	Yes
12/09/11	188/1112	Total payments made in 08/09, 09/10, 10/11 to LGIU, Partnership Media Group and GovNet Communications	Finance & Revenues	30/09/2011	14	Yes
12/09/11	189/1112	Credits and/or refunds which are due to clients on any of their accounts which may currently or have previously been relevant to BDC	Finance & Revenues	05/10/2011	17	No information held

Table H - Summary of FOI Requests 01/07/11 – 30/09/11

Date Received	Ref Number	Summary of FOI	Departments Involved	Date Response Sent	No of work days	Information released
12/09/11	190/1112	Information in relation to biodiversity and habitat offsetting schemes across England	Planning	03/10/2011	15	Partially, some exempt - Section 21 available by other means
13/09/11	191/1112	Information on the government's new draft National Planning Policy Framework	Planning	03/10/2011	14	No information held
16/09/11	192/1112	Persons who have died with no next of kin since 12/05/11	Environmental Health	13/10/2011	19	No information held
19/09/11	193/1112	Information regarding mobile telephony	Finance & Revenues			
19/09/11	194/1112	Total annual expenditure for stray dog control	Finance & Revenues Environmental Health			
19/09/11	195/1112	Information on municipal clocks	Regeneration			
20/09/11	EIR/196	Land Search information in relation to a specified address	Environmental Health BCN	05/10/2011	11	Partially - some information provided, some not held
20/09/11	197/1112	Information relating to street lighting	Regeneration			
22/09/11	198/1112	Credit balances on non-domestic rates accounts from 1st April 1990 to present day	Finance & Revenues			
23/09/11	199/1112	Information on play areas and parks	Leisure			
26/09/11	200/1112	Information regarding homelessness and people at risk of losing their homes	Housing			
27/09/11	201/1112	Information details on employer pension contributions and the pension scheme deficit	HR & Payroll			
27/09/11	202/1112	Copy of current contracts register detailing all current live contracts	Procurement			

Table H - Summary of FOI Requests 01/07/11 – 30/09/11

Date Received	Ref Number	Summary of FOI	Departments Involved	Date Response Sent	No of work days	Information released
27/09/11	EIR/203	Land Search information in relation to a specified address	Environmental Health BCN	05/10/2011	6	Partially - some information provided, some not held
27/09/11	204/1112	Amount written off in unpaid debts for 2008/9, 2009/10, 2010/11	Finance & Revenues			
29/09/11	205/1112	Details of whom currently supplies the authority with both vehicle rental and vehicle leasing services, with monetary value and expiry dates	Finance & Revenues			
23/09/11	206/1112	All local council election results from 1973 onwards	Legal & Democratic	06/10/2011	9	Exempt - Section 21 Available by other means, (hard copy to view by appointment)

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		8	8								21	21	
Community & Street Services	8	8		7	7								15	15	
Legal & Democratic	11	11		9	9								20	20	
Finance & Revenues	33	33		32	32								65	65	
Housing	7	7		2	2								9	9	
HR & Payroll	19	19		8	8								27	27	
ICT	1	1											1	1	
Leisure	2	2		4	4								6	6	
Planning				10	10								10	10	
Environmental Health	14	14		27	27								41	41	
Procurement				4	4								4	4	
Regeneration	16	16		11	11								27	27	
Totals	125	125		128	128								253	253	

Committee:	Executive	Agenda Item No.:	7.
Date:	7 th November 2011	Status	Open
Category	2. Decision within the functions of Executive		
Subject:	Contact Centre Review 2011		
Report by:	Director of Corporate Resources		
Other Officers Involved	Head of Customer Service and Performance		
Director	Director of Corporate Resources		
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.

The Contact Centre service primary aim is to deliver excellent customer focused services whilst remaining within budget.

TARGETS

Not applicable.

VALUE FOR MONEY

This report details the current performance and budget pressures within the Contact Centre service and how better value for money can be achieved.

THE REPORT

The Contact Centre service has worked hard to meet national standards for customer service. In 2007 the Contact Centre achieved Charter Mark status. The certification continued for three years with an annual compliance check. Over the three years partial compliance areas gradually reduced as further improvements were made to the service. In 2010 the Contact Centre achieved the new Customer Excellence award and played a key role when the Council achieved corporate accreditation earlier this year. However the service is currently under performing and has over the last year been struggling to meet the standards set by the Council. The service is also experiencing severe budget pressures as a result of reductions in staffing numbers.

Below is a table which illustrates the service performance from 2006 to March 2011.

	2006/07	%	2007/08	%	2008/09	%	2009/10	%	2010/11	%
Calls Received	101305		97293		97761		92581		93642	
Calls Answered	70805	70%	76467	79%	84931	87%	84660	91%	81443	87%
Calls Abandoned	30500	30%	20826	21%	12830	13%	7921	9%	12199	13%
% of calls answered within 20 seconds	39		47		64		77		72	
% of calls answered outside 20 seconds	61		53		36		23		28	
Average wait time to be answered	01:52		01:35		00:48		00:27		00:37	
Average wait time before abandoning	02:07		02:09		01:41		01:25			
Face to face volumes	72964		71327		72405		69830		68094	
Visitor volumes	9352		7109		5729		6044		6420	
Switchboard volumes	122086		80562		59713		Nil		Nil	
Cheque volumes	26415		22360		19050		16804		16898	
Cash volumes	107504		105233		101320		96934		89953	
Counter Card			4580		6694		8824		13259	
Debit Card/telephone (CC only)	3016		1494		2398				4468	
Postal Payments							1704	2 months	11191	

Between April and September 2011 the telephone abandonment rate has been running at an average 18%, reaching a peak of 23% in both May and June.

As a result in a reduction of staffing from a peak of 26.85 FTE in 2009 to 22.17 FTE currently, management have struggled to keep the service operational across four centres and a number of channels (face-to-face, telephone, payments, postal, email).

Throughout 2011 the service has frequently been running with minimum staffing levels. In addition the overtime budget for 2011/12 (£6,180) has already been fully spent. This budget is used to cover sickness/ annual leave and to ensure the service is open to the public. As previously stated the budget is not realistic and needs to be £25,000 per year based on the current staff size and service level. Other 'savings' are now being used to temporarily maintain the service. In addition the staff have approximately 543 hours owed to them which we are currently unable allow as time off. Also the service currently has a reception post at Bolsover but no allocated budget which is creating added staffing pressures. Sickness absence is increasing as the pressures amplify. The lack of staffing resource and overtime budget is pushing the service into crisis. We have already on one occasion had to close on a Saturday due to insufficient resources.

The Contact Centre Service has been the subject of three previous reviews to address staffing levels and performance which have resulted in only minor changes to how the service operates. Over the last few months a number of options have been presented to members and senior officers to address the under performance and budget pressures. These options have been backed up with details of performance levels and channel transactions/volumes. One option which was explored in more depth was the possibility of closing the service on Saturday mornings.

Currently all four Contact Centres open to the public from 9.00 am to 12.30 pm every Saturday with staff working 8.45 am – 12.45 pm to allow setting up systems and cashing up. We have eight members of staff working (two members of staff in each office) to cover the whole service. Through the year we open approximately 49 Saturdays. It costs approximately £20,000 per annum in staffing costs (not including on costs) to deliver the basic Saturday service plus additional costs for lighting, heating etc for four buildings.

Our statistics show that the Contact Centres are less used on Saturdays than any other day of the week. Transactions have fallen from on average 300 per Saturday (split across four centres) in 2009 to 279 in 2011. In contrast 443 transactions on average are made during an equivalent mid week period.

A further consideration is that there is no ICT support available to Contact Centres on a Saturday morning. If any of the systems go down Contact Centre staff are forced to operate manual systems which are both time consuming and generates more work when the service resumes.

The Council already provide customers with a variety of 24/7 electronic channels for making contact and paying bills. Those with access to the internet can pay on line, fill in a form, get further information and report problems. We also operate an automated 24/7 payment line as well as opening the telephones at 8.00 am every weekday morning.

A number of partner issues will need to be resolved with Bolsover and South Normanton Contact Centres if a decision to close is made. These are minor considerations. Out of hours emergency cover arrangements would remain the same.

Although it is noted that any closure of service is a reduction in service to customers the Council has a duty to ensure services are providing value for money for all residents. Currently only a small percentage of residents are using and benefiting from the Saturday service. An Equality Impact Assessment has been completed on the possible impact of closure on Saturday. No adverse impact on recognised equality groups has been identified. Customers will need to be notified of the closure.

Clearly this proposal has not been presented to members without careful consideration. If Saturday opening was to cease 1,600 staff hours could be utilised Monday to Friday in order to improve performance, remove the urgent budget pressure and meet customer service targets, thus improving the overall service to all customers.

ISSUES/OPTIONS FOR CONSIDERATION

The contents of the report.

IMPLICATIONS

Financial: Within existing budgets, with possible savings on heating, lighting etc.
Legal: None
Human Resources: Employees and the unions have been consulted. No comments have been received.

RECOMMENDATIONS that

- 1. Elected Members agree that due to the budget pressures and current low levels of performance that the Contact Centre service is withdrawn on Saturday mornings from early 2012.**
- 2. The exact closure date be delegated to the Chief Executive Officer in consultation with the Leader and Deputy Leader.**

REASON FOR DECISION TO BE GIVEN IN ACCORDANCE WITH THE CONSTITUTION

To address resourcing issues within the Contact Centre service

ATTACHMENTS: No
FILE REFERENCE: N/a
SOURCE DOCUMENT: N/a

Committee:	Executive	Agenda Item No.:	8.
Date:	7th November 2011	Status	Open
Category	3. Part of the Budget and Policy Framework		
Subject:	Renewal and Tendering of Insurance Policies 2011		
Report by:	Senior Technical Officer		
Other Officers Involved	Director of Corporate Resources Head of Finance & Revenues		
Director	Director of Corporate Resources		
Relevant Portfolio Holder	Councillor E. Watts, Portfolio Holder for Customer Services and Policy and Performance		

RELEVANT CORPORATE AIMS

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

TARGETS

To review the Council's entire insurance portfolio and test the insurance market in compliance with OJEU, to ensure value for money and obtain competitive renewal terms, whilst maintaining adequate insurance cover.

VALUE FOR MONEY

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

THE REPORT

Purpose of the Report

The Authority's insurance policies were subject to a Long Term Agreement (LTA) which expired on the 1st October 2011. These have recently been subject to OJEU requirements, with a negotiated procedure being elected.

This report is to inform members of the outcome of the tender process carried out under powers delegated to the Director of Corporate Resources, in

consultation with the Chief Executive Officer, Deputy Leader and the Chair and Vice Chair of Improvement Scrutiny Committee.

Delegated Powers

The Council has granted delegated powers to the Director of Corporate Resources to renew the Council's insurance cover, in order to obtain the most economically advantageous outcome. This report outlines the actions of the Director of Corporate Resources.

Members are now asked to endorse the actions of the Director of Corporate Resources in renewing the Authority's insurance cover as described in the report.

Background

The principal insurance contracts were insured as a package with Travelers Insurance Company. The engineering inspection, contractors hired plant insurance and vehicle uninsured loss recovery agent were with Allianz and MAPS respectively.

These contracts were awarded following a tendering exercise in 2006, expiring in September 2011, and were subject to a 3 year Long Term Agreement (LTA) with an option to extend for a further 2 years.

The principal insurance policies were subject to a £20,000 excess each and every claim. The exceptions were vehicles (and Council tools contained within) which were subject to a £250 excess, engineering plant having £10,000, leasehold flats having a nil excess except subsidence claims where £2,500 applied, and a £50,000 excess in respect of the flood peril at Pleasley Vale site.

ISSUES/OPTIONS FOR CONSIDERATION

Portfolio Movement Summary

Insurance premiums are predominately based on factors including sums insured, claims history, risk exposure, market fluctuations, geographical area and Council activities. The following areas are compared to the 2010 renewal. All remaining policies have shown minimal movement on sums insured.

- ➔ Salary and wages figure declared to insurers reduced by 6.4%.
- ➔ Housing properties and leased flats sum insured increased by 5.2%.
- ➔ General properties sum insured increased by 2.2%
- ➔ Play areas sum insured increased by 15.2%
- ➔ Vehicle numbers reduced by 2.5%.
- ➔ All Risks sum insured reduced by 4.7%

Fidelity Guarantee indemnity limit for nominated Officers has increased from £2.5 Million to £5 Million, to align with the Treasury Management Strategy.

Additional professional negligence cover was added to the policy mid term to provide advice for retail development on behalf of Amber valley B C. This shall continue.

The Chancellor's increased Insurance Premium Tax (IPT) on the 4th January 2011 from 5% to 6%. This would have equated to an additional £3,177 cost based on 2010/11 premium figures.

Tender Outcome Summary

Insurers were asked to tender for a 3 year LTA with an option to extend by 2 years, including options to reduce the excess on certain policies. The Council's broker (AON) has been involved in the tender process to assist in achieving the most cost effective proposals, recognising that 60% of the scoring was based on price and 40% on technical capability and coverage. The following summarises the outcome of the 2011 tender process:

- To give the Council maximise choice and value for money, policies were categorised into eight 'lots' within the tender. These were split as follows –
 1. Property Risks
 2. Casualty & Professional Risks
 3. Engineering Inspection & Hired in Plant
 4. Crime / Fidelity Guarantee
 5. Terrorism
 6. Motor Vehicles
 7. Computer Risks
 8. Risk Management & Training
- Eight tenders were received with Travelers, RMP and Zurich Municipal quoting as completed packages, (excluding Engineering from Travelers), as well as for individual 'lots', with the remaining insurers quoting in isolation for policies within 'lots'.
- The table below summaries the options which were compared and considered -

2011 TENDER COMPARISONS (Inc IPT with LTA, package, day one, discounts)	Costs £
Paid in 2010/11 – Travelers (Package)	340,346
Option A - Travelers Package (current insurer). Based on existing terms (£20K excess on Property & Casualty)	452,278
Option B – Travelers Package (current insurer). Based on £250 excess on housing stock storm peril	378,087
Option C - Zurich Package. Based on £250 excess on housing stock storm peril	361,165
Option D - RMP Package (underwritten by Chartis Insurance). Based on £20,000 excess on Property & Casualty policies	459,199
Option E – Split policies (5 insurers). Best pricing option Based on £250 excess on housing stock storm peril	340,176

- ➔ Option A – Current insurer with package, LTA and day one payment discounts, with no change to terms and conditions (excess £20,000 per incident).
 1. Travelers increased the Housing Stock premium considerably due to claims experience.
 2. Includes 3 free risk management days.
 3. Low claims rebate (or profit share) of £14,421+IPT for 2008/09 applies only if a complete package is renewed. Additional rebates of £24,495+IPT and £17,039+IPT would also apply to respective years 2009/10 and 2010/11.
 4. Vehicle accumulation policy removed as the sum insured limit has been raised to £2.5 Million before becoming necessary.
 5. Alternative excess level of £10,000 in respect of property policies would cost an additional £27,960+IPT (before discounts).

- ➔ Option B - Current insurer with package, LTA and day one payment discounts, with **significant change to Housing Stock peril excess level**.
 1. Terms as option A, with a major change effecting housing stock which would be subject to a **£250 excess per property** relating to the storm damage peril. Excess of £20,000 would apply per incident for remaining perils. Eg, If 500 properties were damaged by storm and each property suffered losses exceeding £250 the council would have to self fund £125,000 as opposed to the current £20,000, thus increasing the Council's self insurance exposure. The break even ratio is 80 properties, based on the assumption that the damage per house amounts to £250 or more.

- ➔ Option C – New insurer with package, LTA and day one payment discounts, with **significant change to Housing Stock peril excess level**.
 1. Similar terms as option B, with regard to the housing stock being subject to a **£250 excess per property** for the storm damage peril.
 2. Cover under the property and BI policies are subject to a £50 Million loss limit (reduced from the current £100 Million).
 3. Reduced inner terrorism limit from £10 Million to £5 Million under EL & PL policies. Primary limits still apply at £10 Million.
 4. Zurich considered Pleasley Vale Business Park site high risk and quoted a premium (after discounts) of £32,382+IPT as compared to £9,405+IPT with Travelers.
 5. Alternative excess level of £10,000 in respect of property policies, excluding Pleasley Vale would cost an additional £11,065+IPT (before discounts).

- ➔ Option D – New insurer with package and LTA discount, with £20,000 excess on property, casualty and minor classes, with £250/£50 on motor.
 1. Housing stock insured on similar terms to option A, where the excess of £20,000 would apply per incident and not per premises.
 2. Claims management fee of £10,141+VAT applies to casualty policies.
 3. Cover under the property and BI policies are subject to a £30 Million loss limit (reduced from the current £100 Million).

4. Money limit for safes reduced from the current £46,000 to £10,000.
- ➔ Option E - Best Price (Split policies) – Travelers / Zurich / RMP / RSA / MAPS
1. Travelers had the most competitive price for all property policies, based on option B (£250 excess on storm peril on housing stock). Three inclusive Risk Management days relate only to property.
 2. Zurich had the most competitive price for casualty policies (EI, PL, OI and PI), Fidelity Guarantee, hire of plant and engineering inspections. Premium ratings guaranteed for an initial 2 year period.
 3. RMP had the most competitive price for fleet and lease cars. Vehicle excess to remain at £250 fire / damage and £50 for windscreen. (MID electronic data will require transferring). Premium adjustments have to be made on a 50% premium basis at each renewal period. Negotiations have secured agreement to use current vehicle approved repairer.
 4. RSA had most competitive price for computer offering a much lower excess at £1,000 for breakdown and £250 for all other losses, than the current £20,000. Cover also has wider limits.
 5. MAPS would retain the vehicle uninsured loss recovery agency.
 6. Engineering had to be awarded to Zurich as Allianz (current provider) did not quote due to failing to meet the tender deadline.
 7. There would be no 'low claims rebate' for 2011/12 from Travelers as the loss ratio exceeds 100% (for 2008/09), due to Kissingate LC fire, however projected rebates for 2012/12 and 2013/14 renewals would be £11,438 and £12,658 +IPT, respectively.
 8. LTA discount at 5% and day one payment discount of 1% applied to Travelers and Zurich policies. RMP offered 5% for LTA.
- ➔ Lot 5, Terrorism for material damage is not covered at present, but a price was obtained. The best price was quoted at £7,023+IPT. It was decided not to accept this policy, due to the likelihood being low risk.
- ➔ Lot 8, Risk Management training was included free within the Travelers package for all policy classes. In isolation, Travelers offer 3 free risk management days for property only. The most competitive daily rate was from RMP at a cost of £1,225. This wont be utilised as the Council's broker (AON) can provide a limited inclusive service for areas not covered.

Conclusion & Costs

- ➔ Option E (split policies) was chosen as it was considered the most financially viable for the Council.
- ➔ It is accepted that a package policy has benefits in managing insurance, however by splitting polices additional savings can be made which outweigh the additional resources required.
- ➔ When comparing 2010/11 premiums with 2011/12 option E, 'best pricing option' and excluding Travelers low claims rebate for period 2007/08 and IPT, the saving is £25,074 (£346,447 - £321,373). However when

comparing actual payments, including the rebate and additional IPT (now at 6%), the saving is £170, (£340,346 - £340,176).

- ➔ The following comparison table shows premiums by category and compares with 2010/11:

	2010/2011 £	2011/2012 £	Variance £
Vehicles			
➤ Fleet	78,381	72,055	(6,326)
➤ Lease Cars	16,338	14,945	(1,393)
➤ Vehicle Accumulation policy	5,770	-	(5,770)
➤ MAPS Recovery Loss Agent	768	784	16
Total Vehicles premiums	101,257	87,784	(13,473)
Casualty			
➤ Public liability / Libel & Slander	40,965	28,458	(12,507)
➤ Employers liability	66,568	18,717	(47,851)
➤ Officials indemnity / Land Charges	7,674	5,057	(2,617)
➤ Professional Indemnity	1,973	4,626	2,653
Total Casualty premiums	117,180	56,858	(60,322)
Property			
➤ Housing Stock	75,066	108,346	33,280
➤ Leased Flats	2,073	3,292	1,219
➤ General Properties	19,815	27,362	7,547
➤ Play Areas	1,128	1,546	418
➤ Contents	3,140	3,493	353
➤ Car Parks	942	1,019	77
➤ Work In Progress	2,733	2,888	155
➤ Business Interruption	2,613	3,661	1,048
➤ All Risks	1,188	1,224	36
➤ Money	324	329	5
➤ Council Tools (in vehicles)	609	658	49
➤ Pleasley Vale B P Mills	4,741	9,405	4,664
➤ Pleasley Vale B P Lodges	350	430	80
Total Property premiums	114,722	163,653	48,931
Minor Classes			
➤ Fidelity Guarantee	2,067	3,035	968
➤ Computer	4,022	1,805	(2,217)
➤ Engineering (hired plant & inspection)	7,199	8,238	1,039
Total Minor premiums	13,288	13,078	(210)
Sub Total (exc IPT)	346,447	321,373	(25,074)
Less profit share	(21,989)	(0)	21,989
I.P.T. @ 6% (5% in 2010)	15,888	18,803	2,915
Grand Premium Total (inc IPT)	340,346	340,176	(170)

Specialist Advice / Brokering

Consultancy and Brokering services were reviewed in March 2010 with savings being found when testing the market. The annual cost for the 2012 renewal process will be £3,200.

Reserves & Provisions

At 1st April 2011, the opening balances for the Insurance Provision was £185,810 and the Reserve was £131,951 before any scheduled contribution. The withdrawals were £99,069 and £15,781 respectively. Annual contributions of £100,000 to the Provision and £10,000 to the Reserve are budgeted for in the Medium Term Financial Plan to fund claims below the excess and finance any uninsured losses.

Due to the excess now being £250 per Council house relating to the storm peril, the Council has increased its exposure significantly and could suffer major losses, without having a sufficient insurance reserve to fund, therefore it has been decided that the Housing Revenue Account (HRA) will contribute an additional £50,000 per annum to the Insurance Reserve to finance the losses within the revised excess.

To give an indication of recent housing stock losses, over the past 5 years the Council paid £40,000 in insurance claims which related only to the storm peril for housing properties based on the current £20,000 excess per incident. Reducing the excess level to £250 per property, the Council would have paid £151,937, with the insurer paying £32,218 above the £250 excess.

IMPLICATIONS

Financial:

1. The overall annual cost is £503,376, spanning two financial years as this figure is based on the insurance year, 1st October 2011 to 30th September 2012. The following table shows and compares with 2010:

	2010 Costs £	2011 Costs £
Premiums (net of IPT)	324,460	321,373
IPT @ 6% (2010 = 5%)	15,887	18,803
Provision Contribution (Gen Fund)	100,000	100,000
Reserve Contribution (Gen Fund)	10,000	10,000
Reserve Contribution (HRA)	0	50,000
Consultancy / Brokering	4,800	3,200
Total	455,147	503,376

Legal: None

Human Resources: None

RECOMMENDATION

That the action of the Director of Corporate Resources (in consultation with the Chief Executive Officer, Leader and Deputy Leader and the Chair and Vice Chair of Improvement Scrutiny Committee) under delegated powers be noted.

REASON FOR DECISION TO BE GIVEN IN ACCORDANCE WITH THE CONSTITUTION

The Council has assessed value for money, quality and service issues, and selected the option financially beneficial to the Council.

ATTACHMENTS: **N/A**
FILE REFERENCE: ***Held by Senior Technical Officer***
SOURCE DOCUMENT: **N/A**

EXECUTIVE AGENDA

Monday 7th November 2011 at 1000 hours
Committee Room One

Item No.		Page No.(s)
	PART 1 – OPEN ITEMS	
1.	To receive apologies for absence, if any.	
2.	To note any urgent items of business which the Chairman has consented to being considered under the provisions of Section 100(B) 4 (b) of the Local Government Act 1972.	
3.	Members should declare the existence and nature of any personal and prejudicial interests in respect of: a) any business on the agenda b) any urgent additional items to be considered c) any matters arising out of those items and if appropriate, withdraw from the meeting at the relevant time.	
4.	To approve the Minutes of a meeting of the Executive held on 3 rd October 2011.	Previously circulated
5.	Recommended Item from Sustainable Scrutiny Committee - Patch Management Policies – Fly Tipping Policy And Flood Protection Policy Recommendation on Page 4	3 to 31
6.	Compliments, Comments, Complaints and Freedom of Information Requests Recommendation on Page 35	32 to 64
7.	Contact Centre Review 2011 Recommendation on Page 68	65 to 68
8.*	Renewal and Tendering of Insurance Policies 2011 Recommendation on Page 76	69 to 76
	PART 2 – EXEMPT ITEMS <i>The Local Government (Access to Information) Act 1985, Local Government Act 1972, Part 1, Schedule 12a.</i> <u>Exempt – Paragraph 3</u>	
9.*	Tender Evaluation Outcome – Facilities Management Recommendation on Page 78	77 and 78

***Denotes Key Decision on Forward Plan**

EXECUTIVE

Minutes of a meeting of the Executive of Bolsover District Council held in Committee Room One, Sherwood Lodge, Bolsover, on Monday 3rd October 2011 at 1000 hours.

PRESENT:-

Members:-

Councillors 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), K. Hopkinson (Director of Development), S. Tomlinson (Director of Neighbourhoods), L. Hickin (Head of Leisure) (to minute no. 484), B. Truswell (Head of Shared Procurement), A. Lowery (Street Services Manager) (to minute no. 485), N. Etches (Projects Officer (Policy and Research)) and R. Leadbeater (Democratic Services Officer).

477. APOLOGIES

Apologies for absence were received from Councillors K. Bowman, A.F. Tomlinson and E. Watts.

478. ELECTION OF CHAIR

Moved by Councillor B.R. Murray-Carr, seconded by Councillor D. Kelly
RESOLVED that Councillor D. McGregor be appointed as Chair for the meeting.

Councillor D. McGregor – In the Chair

479. URGENT ITEMS OF BUSINESS

There were no urgent items of business.

EXECUTIVE

480. DECLARATIONS OF INTEREST

There were no declarations of interest submitted.

481. MINUTES – 5TH SEPTEMBER 2011

Moved by Councillor D. Kelly, seconded by Councillor B.R. Murray-Carr
RESOLVED that the minutes of a meeting of the Executive held on 5th September 2011 be approved as a true record.

482. RECORD OF DECISION NOTICES FROM THE JOINT BOARD MEETING HELD ON 13TH SEPTEMBER 2011

The decisions from the Joint Board meeting held on 13th September 2011 were noted.

483. COMMUNITY USE OF LEISURE FACILITIES AT SHIREBROOK ACADEMY

The Portfolio Holder for Social Inclusion presented the report to seek Executive approval for Bolsover District Council Leisure Services to operate and manage the leisure facilities at the new Shirebrook Academy.

Bolsover Council would work in partnership with the school as a provider of community leisure services but without the financial risks associated with the lack of uptake and complex recharging systems. The partnership's aim was to broaden community access to leisure facilities and generate income for the Authority.

Members' attention was drawn to the Service Level Agreement and the schedules contained therein.

The Head of Leisure advised that the agreement could be terminated with three months notice given by either side.

Moved by Councillor A.M. Syrett, seconded by Councillor D. McGregor
RESOLVED that Executive approve the proposed arrangement for Bolsover District Council Leisure Services to operate the community of Shirebrook Academy leisure and cultural facilities.

EXECUTIVE

REASON FOR DECISION: To improve the quantity and quality of leisure and cultural facility provision for the immediate and surrounding communities of the Shirebrook Academy in a cost effective way for the Authority.

(Head of Leisure)

The Head of Leisure left the meeting.

484. ALTERNATE WEEK COLLECTION PROCEDURES

The Portfolio Holder for the Environment noted the recent announcement by Government ministers that additional funding may be made available to local authorities to continue with weekly refuse collections. Guidance was still to be received, however it was anticipated that councils would be required to submit bids for this funding which was likely to be subject to compliance with a number of environmental, and recycling conditions.

The Street Services Manager added that there was insufficient information available at this stage to recommend that the decision to move to an alternate week collection be reconsidered. Further information would be provided to Members as available.

Members considered the recommendations for Alternate Week Collection procedures outlined in the report.

Moved by Councillor D. Kelly, seconded by Councillor B.R. Murray-Carr
RESOLVED that (1) the collection rules identified in the report are implemented in conjunction with the move to Alternate Week Collections commencing 1st November 2011,

(2) the Patch Management Group develops a comprehensive Waste Collection Policy to cover all waste collection activities undertaken by the Council.

(3) the Bulky Waste charges be amended to include a one off bin empty at £10.

REASON FOR DECISION: To set out procedures for the Alternate Week refuse and recycling collection.

(Street Services Manager)

The Street Services Manager left the meeting.

EXECUTIVE

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

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

RESOLVED that under Section 100(A)(4) of the Local Government Act 1972 (as amended), the public be excluded from the meeting for the following items of business on the grounds that they involve the likely disclosure of exempt information as defined in the stated Paragraph of Part 1 of Schedule 12A of the Act and it is not in the public interest for that to be revealed.

486. PAYMENTS STRATEGY EXEMPT – PARAGRAPH 4

This item had been deferred.

487. SHIREBROOK ENTERPRISE CENTRE EXEMPT – PARAGRAPH 3

The Projects Officer (Policy and Research), presented the report to advise Members of the outcome of a Tender Evaluation for the design and build of Shirebrook Enterprise Centre.

Following the various selection stages, five companies were invited to tender for the contract, all of which were received within the prescribed deadline.

It was recommended that following the tender reconciliation process, J. Tomlinson be selected as the preferred contractor on a cost and quality basis.

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

RESOLVED that (1) the Council agrees to enter into a Contract with J Tomlinson Limited for the Design and Build of the Shirebrook Enterprise Centre;

(2) It be noted that the Chairman of the Council has agreed that the call-in procedure as set out in 4.5.16 of the Council's Constitution shall not apply;

(3) It be noted that the Executive consider that the above decision is an urgent one.

EXECUTIVE

REASON FOR DECISION: **To enable financial investment supporting the growth of the local economy and local entrepreneurial culture to maximise sustainable employment opportunities.**

(Projects Officer (Policy and Research))

The meeting concluded at 1020 hours.