

**EXECUTIVE**

**MONDAY  
6<sup>TH</sup> FEBRUARY 2012  
AT 1000 HOURS**

**COMMITTEE ROOM  
ONE**

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Sherwood Lodge  
Bolsover  
Derbyshire  
S44 6NF

Date: 27<sup>th</sup> January 2012

Dear Sir or Madam,

You are hereby summoned to attend a meeting of the Executive of Bolsover District Council to be held in Committee Room One, Sherwood Lodge, Bolsover, on Monday 6<sup>th</sup> February 2012 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 16<sup>th</sup> 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 48.

Yours faithfully,



Chief Executive Officer

To: Chairman & Members of the Executive

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

Committee:	Executive	Agenda Item No.:	5.
Date:	6 <sup>th</sup> February 2012	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 1<sup>st</sup> October 2011 to 31st December 2011.

#### **Compliments**

Table A shows the number of written compliments received for the period. In total 27 written compliments were received (down from the previous quarter when we received 49). A good cross section of compliments received from customers appreciating excellent service, including 6 for the Community and

Street Services Department, 5 each for the Housing and Environmental Health Departments and 4 for the Leisure Department.

### Comments

Table B shows the number of written comments received for the period. 19 out of the 25 received were responded to within standard (20 working days), with the remaining 6 open and within timescale. 5 comments were received concerning the alternate weekly bin collection and 3 comments regarding the closure of the toilets on Cavendish Walk.

Table C shows the above information by department.

### Complaints

#### Stage one

Stage one complaints refer to expressions of dissatisfaction made verbally by customers. The table below provides a breakdown of stage one complaints handled by the Contact Centres by service area and volume for the period 1<sup>st</sup> October 2011 to 31<sup>st</sup> December 2011.

<b>Service Area</b>	<b>01/04/11– 30/06/11</b>	<b>01/07/11– 30/09/11</b>	<b>01/10/11- 31/12/11</b>	<b>Total</b>
Complaints regarding housing repairs e.g. out of time, quality	Information not currently available – to be reported on from 01/04/12			
Missed clinical waste collection	16 (5)	19 (11)	36 (13)	71 (29)
Missed domestic or green bin collection	166 (155)	192 (175)	601 (573)	959 (903)
Missed blue box/ burgundy bin collection	205 (201)	518 (492)	568 (530)	1291 (1223)
<b>Total</b>	<b>387 (361)</b>	<b>729 (678)</b>	<b>1205 (1116)</b>	<b>2321 (2155)</b>

The figures in brackets show the number of stage one complaints not resolved by the Contact Centre and passed through to the Community & Street Services department for investigation/action. For the same period Contact Centres handled 7,826 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. 25 complaints were received during this period, down from last quarter in which we received 26 complaints. 21 of these were responded to within our customer service standard of 20 working days, with the remaining 4 open and within timescale. 5 complaints concern bin related problems.

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 3, down from 9 for the previous quarter, stage three complaints were received, all 3 were responded to within standard.

### Ombudsman

Table G shows the status of Ombudsman complaints for 2011/12 as of 9<sup>th</sup> January 2012. One formal investigation was received, which the Ombudsman decided to discontinue. One informal investigation from a previous quarter was formalised during this period and remains open and within timescale.

### Freedom of Information (FOI)

Table H shows the number of requests for 'freedom of information' for the period by date order. Of the 86 requests received (down from 107 last quarter), 72 were responded to within the government standard of 20 working days and the remaining 14 are open and within timescale. Additionally we received 13 further requests which we forwarded to other organisations.

Table I shows the above information by department.

### Personal Data requests (DP)

There were 10 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 4 complaints are responded to within timescale. An update will be provided at the meeting.

## **ISSUES/OPTIONS FOR CONSIDERATION**

None

## **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 01/10/11 – 31/12/11

Table B: Comments summary for the period 01/10/11 – 31/12/11

Table C: Comments summary by department 2011/12

Table D: Stage two complaints summary for the period 01/10/11 – 31/12/11

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

Table F: Stage three complaints summary for the period 01/10/11 – 31/12/11

Table G: Ombudsman complaints summary for 2011/12

Table H: Freedom of information summary for the period 01/10/11 – 31/12/11

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

FILE REFERENCE: - N/A

SOURCE DOCUMENT: - N/A

**Table A: COMPLIMENTS SUMMARY 01/10/11 – 31/12/11**

<b>Date Received</b>	<b>Area</b>	<b>Summary of Compliment</b>	<b>Departments Involved</b>
04/10/11	Bolsover	Thanks to refuse staff for collection of bin when it was not presented	Community & Street Services
04/10/11	Bolsover	Congratulations to all staff who helped with Sports Awards, lots of good feedback	Leisure
12/10/11	Whitwell	Thanks to Handy Van person, excellent service, helpful and polite and caring	Environmental Health
19/10/11	New Houghton	Thanks to Ann for sorting out green bin	CSPD <sup>1</sup>
21/10/11	Unknown	Thanks for wonderful evening at Business Awards Event	Regeneration
21/10/11	Chesterfield	Thanks for council's generous sponsorship of the Business Awards Event	Regeneration
25/10/11	Glapwell	Thanks to repairs for coming out so promptly	Housing
31/10/11	Unknown	Thanks for taking the time to talk about contracting opportunities	Regeneration
01/11/11	Bolsover	Thanks to contact centre staff, very helpful, pleasure to deal with	CSPD (Contact Centres)
01/11/11	Lancashire	Thanks to warden service for years of support given to mother	Housing
08/11/11	Blackwell	Thanks for prompt action from engineer to heating problem	Housing
10/11/11	Unknown	Thanks for all help in relation to security settings	Environmental Health
15/11/11	Matlock	Thank you for excellent presentation for Level 3 Food Safety candidates at the Hub	Environmental Health
17/11/11	Shirebrook	Thanks to Leisure in relation to the support provided to Shirebrook Rangers Football Club	Leisure
17/11/11	Doe Lea	Thanks for help in receiving funding from Derbyshire Sport Link	Leisure
23/11/11	Unknown	Convey congratulations to staff on their excellent job in relation to issues to a planning condition	Environmental Health
23/11/11	Pinxton	Thank you to Customer Advisor regarding help planning enquiry. A fine example of the service which is consistently provided	CSPD (Contact Centres)
23/11/11	South Normanton	Thank you to the litter picking service for speed and efficiency	Community & Street Services
23/11/11	Unknown	Help with processing of Dangerous Wild Animals licence	Environmental Health
07/12/11	Whitwell	Burgundy bin collected from house by crew	Community & Street Services
07/12/11	Whitwell	Refuse crew went up drive to check if bin emptied	Community & Street

<sup>1</sup> Customer Service and Performance Department

**Table A: COMPLIMENTS SUMMARY 01/10/11 – 31/12/11**

<b>Date Received</b>	<b>Area</b>	<b>Summary of Compliment</b>	<b>Departments Involved</b>
			Services
07/12/11	Sutton-in-Ashfield	Football course is having a positive effect on son	Leisure
12/12/11	Blackwell	Impressed when someone came out straight away when back door would not lock	Housing
16/12/11	Shirebrook	Thanks to Jess for her understanding of the problem with litter in Shirebrook	Community & Street Services
16/12/11	Langwith Junction	Repair reported previous day and responded to very quickly	Housing
20/12/11	South Normanton	Thanks for local search and efficiency	Legal (Land Charges)
21/12/11	Unknown	Thanks to refuse collectors who took everything away for recycling	Community & Street Services



**Table B: SUMMARY OF COMMENTS 01/10/11 – 31/12/11**

<b>Date Received</b>	<b>Area</b>	<b>Summary of Comment</b>	<b>Departments Involved</b>	<b>Date Response Sent</b>	<b>No of work days</b>	<b>Summary of Response</b>
03/10/11	Shirebrook	Unhappy that public toilets on Cavendish Walk have been closed	Regeneration	19/10/2011	12	Explanation given - costs in excess of £15,000 per annum to run and in need of major refurbishment. Toilets within Sherwood Lodge still open to public
03/10/11	Whitwell	Unhappy they have to pay for pest control before knowing when the appointment will be	Regeneration Environmental Health	20/10/2011	13	Explanation to why payment is required upfront as in past the Council incurred costs chasing up outstanding debts. Confirmed that Contact Centres can give a date for treatment but cannot specify a time
05/10/11	Tibshelf	Wants to change two wheelie bins for one larger one	Community & Street Services	02/11/2011	20	Explanation about refuse collections capacity and advised if insufficient can be assessed for increase to two burgundy bins
14/10/11	South Normanton	Unhappy that we are implementing alternate week collections for bins	Community & Street Services	08/11/2011	17	Explanation why the alternate week collection has been implemented
17/10/11	Tibshelf	Unhappy that we are implementing alternate week collections for bins	Community & Street Services	10/11/2011	18	Explanation why moving to alternate weekly bin collections. Contact details for assessment for additional service
18/10/11	Unknown	Unhappy that we are implementing alternate week collections for bins	Community & Street Services	10/11/2011	17	Explanation on what can be recycled in burgundy bin and advice on where to take recycling
19/10/11	Tibshelf	Cannot hear message system when ringing Contact Centre	CSPD (Contact Centres)	31/10/2011	8	Thanked customer for comments unfortunately the messages are currently amplified to maximum level

**Table B: SUMMARY OF COMMENTS 01/10/11 – 31/12/11**

<b>Date Received</b>	<b>Area</b>	<b>Summary of Comment</b>	<b>Departments Involved</b>	<b>Date Response Sent</b>	<b>No of work days</b>	<b>Summary of Response</b>
						but are looking at ways to improve
21/10/11	Clowne	Raised concerns over poor state of footpath The Stumps Clowne and asked for dog warden to patrol	Community & Street Services Environmental Health	11/11/2011	15	Contacted directly by Environmental Health in relation to the dog faeces issue to explain what action can be taken. Advised Stumps cleared on 26/10/11 and is on regular cleansing route which will be monitored. Operatives will also check area when in vicinity
21/10/11	Bolsover	Unhappy with communal heating system	Housing	17/11/2011	19	Contract Engineer has adjusted temperature controls. Will be monitored on a regular basis.
10/10/11	Unknown	Unhappy with toilets on Cavendish Walk being closed and buses cut to a minimum	Regeneration Leisure	07/11/2011	20	Explanation provided - running costs and poor condition of toilets. Not responsible for bus services but given contact details. Explanation regarding reasons for selling Sherwood Lodge
27/10/11	Shirebrook	Concerns over firework display and how much has been paid to recycling contractor	Community & Street Services Environmental Health	16/11/2011	14	Explanation that BDC not responsible for health and safety as we are not enforcing authority. Given contact details of Health and Safety Executive
02/11/11	Clowne	Further correspondence in relation to resident's central heating system	Housing	29/11/2011	19	Re-iterated advice previously given in March 2011
03/11/11	Bolsover	Concerns over possible Sherwood Lodge development	Regeneration	24/11/2011	15	Thanked customer for letter and explained the purpose of the exhibition and advantages to Bolsover if the development goes

**Table B: SUMMARY OF COMMENTS 01/10/11 – 31/12/11**

<b>Date Received</b>	<b>Area</b>	<b>Summary of Comment</b>	<b>Departments Involved</b>	<b>Date Response Sent</b>	<b>No of work days</b>	<b>Summary of Response</b>
						ahead
10/11/11	Clowne	Comment on alternate week collections - having to double bag food to stop it smelling so using twice as many plastic bags	Community & Street Services	06/12/2011	18	Advice on bagging food waste and that we will be looking at the possibility of collecting food waste weekly in the future
11/11/11	Unknown	Further comments in relation to response regarding closure of toilets	Regeneration	08/12/2011	19	Assurance that public will be able to speak out with their views at the next public meeting
10/11/11	Shirebrook	Further comments in relation to Stage 2 response regarding the clean up of area in Shirebrook	Community & Street Services	08/12/2011	20	Street Services to make appointment to visit area with resident
15/11/11	Bolsover	Unhappy with burgundy bin collections	Community & Street Services	09/12/2011	18	Apology for inconvenience - contractors under estimated number of bin collections. Situation now resolved
17/11/11	Unknown	Concerns regarding large vehicles using the road through Pleasley Vale Business Park	Regeneration	13/12/2011	18	Assurance that traffic is being monitored and advice given on speed. Explanation on type of traffic allowed through the park
24/11/11	Glapwell	Missed burgundy bin	Community & Street Services CSPD(Contact Centres)	20/12/2011	18	Bin missed when relief crew took over. Bins collected on 23/11/11 and round will be monitored
12/12/11	Clowne	Further comments as still unhappy with heating	Housing			

**Table B: SUMMARY OF COMMENTS 01/10/11 – 31/12/11**

<b>Date Received</b>	<b>Area</b>	<b>Summary of Comment</b>	<b>Departments Involved</b>	<b>Date Response Sent</b>	<b>No of work days</b>	<b>Summary of Response</b>
12/12/11	Bramley Vale	Electricity supply problems since Council installed electric heating	Housing			
19/12/11	Unknown	Further comments in relation to response received regarding large vehicles through Pleasley Vale Business Park	Regeneration			
19/12/11	Whitwell	Concerns regarding treatment of residents when ringing Contact Centre	CSPD (Contact Centres)			
23/12/11	Bolsover	Concerns regarding property devaluation when Bolsover is developed	Regeneration			
23/12/11	Shirebrook	Trade bin not emptied, follow up telephone call not received	CSPD (Contact Centres) Community & Street Services			

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

<b>Department/Section</b>	<b>01/04/11 – 30/06/11</b>			<b>01/07/11 – 30/09/11</b>			<b>01/10/11– 31/12/11</b>			<b>04/01/12 – 31/03/12</b>			<b>Total</b>		
	<b>No. of Comments</b>	<b>No. Responded to in time</b>	<b>No. responded to out of time</b>	<b>No. of Comments</b>	<b>No. Responded to in time</b>	<b>No. responded to out of time</b>	<b>No. of Comments</b>	<b>No. Responded to in time</b>	<b>No. responded to out of time</b>	<b>No. of Comments</b>	<b>No. Responded to in time</b>	<b>No. responded to out of time</b>	<b>No. of Comments</b>	<b>No. Responded to in time</b>	<b>No. responded to out of time</b>
<b>Contact Centre</b>							<b>4</b>	<b>4</b>					<b>4</b>	<b>4</b>	
<b>Customer Service &amp; Performance Department</b>	<b>3</b>	<b>3</b>											<b>3</b>	<b>3</b>	
<b>Community &amp; Street Services</b>	<b>13</b>	<b>13</b>		<b>6</b>	<b>6</b>		<b>11</b>	<b>11</b>					<b>30</b>	<b>30</b>	
<b>Housing</b>	<b>4</b>	<b>4</b>					<b>4</b>	<b>4</b>					<b>8</b>	<b>8</b>	
<b>Legal</b>															
<b>Leisure</b>				<b>3</b>	<b>3</b>		<b>1</b>	<b>1</b>					<b>4</b>	<b>4</b>	
<b>Planning</b>	<b>8</b>	<b>8</b>		<b>3</b>	<b>3</b>								<b>11</b>	<b>11</b>	
<b>Environmental Health</b>				<b>4</b>	<b>4</b>		<b>3</b>	<b>3</b>					<b>7</b>	<b>7</b>	
<b>Regeneration</b>	<b>4</b>	<b>4</b>		<b>3</b>	<b>3</b>		<b>8</b>	<b>8</b>					<b>15</b>	<b>15</b>	
<b>Finance &amp; Revenues</b>	<b>2</b>	<b>2</b>		<b>1</b>	<b>1</b>								<b>3</b>	<b>3</b>	
<b>Totals</b>	<b>34</b>	<b>34</b>		<b>20</b>	<b>20</b>		<b>31</b>	<b>31</b>					<b>85</b>	<b>85</b>	

**Table D: Summary of Stage Two Complaints 01/10/11 – 31/12/11**

<b>Date Received</b>	<b>Area</b>	<b>Summary of Complaint</b>	<b>Departments Involved</b>	<b>Date Response Sent</b>	<b>No of work days</b>	<b>Remedy</b>
05/10/11	Hilcote	Refuse operatives blocking drive with empty bins	Community & Street Services	21/10/11	12	Apology for any inconvenience caused. Memo issued to contractors to ensure bins placed in correct location
18/10/11	Shirebrook	Unhappy that request for clean up of area in Shirebrook has not been carried out	Community & Street Services	10/11/11	17	Confirmation that the area is on regular cleansing and litter pick route being monitored twice a week, also added area to dog fouling patrol and Environmental Health to visit shop to determine responsibility for litter
19/10/11	Shirebrook	Unhappy that no contact was made in relation to work being carried out	Housing	14/11/11	18	Apology for non contact due to breakdown in communication within department, procedures put in place so does not happen again. Work has now been carried out
21/10/11	Bolsover	Been waiting for burgundy bin since July	Community & Street Services CSPD (Contact Centres)	07/11/11	11	Apology for not receiving usual high standard of service and not receiving bin as incorrect postcode held on our system. Bin delivered 28.10.11
24/10/11	Bolsover	Lack of contact from the Legal Department in relation to licensing	Legal	14/11/11	15	Confirmation that messages were left with customer's office to ascertain which forms were required and a form left at reception as soon as it was clarified which was the relevant form

**Table D: Summary of Stage Two Complaints 01/10/11 – 31/12/11**

<b>Date Received</b>	<b>Area</b>	<b>Summary of Complaint</b>	<b>Departments Involved</b>	<b>Date Response Sent</b>	<b>No of work days</b>	<b>Remedy</b>
25/10/11	Mansfield	Unhappy with treatment in relation to not receiving invoice for unit at Pleasley Vale	Finance & Revenues Regeneration	22/11/11	20	Apology for inconvenience, explanation that post room at Pleasley Mills was experiencing problems which had now been resolved
02/11/11	South Normanton	Unhappy with treatment when ringing the Contact Centre to request a larger bin	CSPD (Contact Centres)	18/11/11	12	Apology for length of call waiting time. Witnesses confirmed that advisor was not obstructive or unpleasant and confirmation that resident does not meet criteria to qualify for larger bin
02/11/11	Bolsover	Unhappy that the advice given in the response to Freedom of Information request (that the information will be published) was not yet published on website	HR & Payroll	14/11/11	8	Apology for schedule not being published sooner, copy of information sent. Assurance that the information will be published in future by the end of July each year
04/11/11	Bolsover	Submitted form for council tax discount, but advised we had not received the form and could not apply	CSPD (Contact Centres) Finance & Revenues	01/12/11	19	Apology for upset caused - discount now applied
04/11/11	Shirebrook	Unhappy with accusations of overuse of council services	Director of Neighbourhoods	08/11/11	2	Apology and assurance that any correspondence sent to council will be assessed and treated appropriately
10/11/11	Clowne	Complaint regarding the content of the Council's newsletter	Legal CSPD	28/11/11	12	Explanation of the Code of Recommended Practice on Local Authority Publicity

**Table D: Summary of Stage Two Complaints 01/10/11 – 31/12/11**

<b>Date Received</b>	<b>Area</b>	<b>Summary of Complaint</b>	<b>Departments Involved</b>	<b>Date Response Sent</b>	<b>No of work days</b>	<b>Remedy</b>
11/11/11	Clowne	Had been informed that missed green bin collection would be emptied within 5 working days	Community & Street Services, CSPD (Contact Centres)	06/12/11	17	Apology for incorrect advice and advised request had not been forwarded to the Street Services department due to inputting errors
22/11/11	Scarcliffe	Burgundy bin not emptied for three weeks and have been kept waiting for phone to be answered when ringing in	Community & Street Services, CSPD (Contact Centres)	20/12/11	20	Bin not emptied as gate/ barrier locked, supervisor visited, still no access until call from contractor to resident to allow access
22/11/11	Barlborough	Black bin not emptied and worried about vermin	Community & Street Services	15/12/11	17	Apology/ explanation regarding missed bin collections and assurance this is being monitored
24/11/11	Bolsover	Has a damp problem in bedroom	Housing	20/12/11	18	Unvented tumble drier thought to be root cause of problem, further inspection arranged for new year
22/11/11	Creswell	Would like court fees removing from Council tax arrears	Finance & Revenues Regeneration	19/12/11	19	Gave breakdown of Council Tax charges and arrears for 10/11 and 11/12. Customer not contacted BDC prior to March 2011 and took no action when received summons and liability order. Advised to make arrangements with bailiff
28/11/11	Whitwell	Not happy with exemption applied to a Freedom of Information request	Housng CSPD	03/01/12	20	Explanantion that, under FOI legislation, we are not required to manipulate data to answer questions. Confirmation the information provided is in the form that the information is held



**Table D: Summary of Stage Two Complaints 01/10/11 – 31/12/11**

<b>Date Received</b>	<b>Area</b>	<b>Summary of Complaint</b>	<b>Departments Involved</b>	<b>Date Response Sent</b>	<b>No of work days</b>	<b>Remedy</b>
28/11/11	Unknown	The way dealt with by Security Officer at Pleasley Vale Business Park	Regeneration	06/12/11	6	Apology for treatment - Security Officer mistakenly assumed customer was using the road as a shortcut
02/12/11	South Normanton	Feels that conditions laid down to obtain approval from Building Control were excessive	BCN	04/01/12	17	Re-iteration that submitted mining reports indicate that coal is reputed to have been worked at shallow depth on the site of the development
06/12/11	Bolsover	Repeatedly asked for an inner to burgundy bin	Community & Street Services Contact Centres	20/12/11	10	Inner now delivered and an apology
08/12/11	New Houghton	Not happy with health and safety aspect of regeneration work being carried out by contractors. Car left dirty by brickdust	Regeneration	16/12/11	6	Apology and compensation sent for reimbursement of car wash
12/12/11	Blackwell	Ongoing damp problem in house and slugs in kitchen cupboards	Housing			
12/12/11	Barlborough	Unhappy that bin not collected and asks how much the separate bin collection is costing	Community & Street Services			
20/12/11	Doe Lea	Missed burgundy bin collection three times and was given conflicting information	Community & Street Services			
22/12/11	Bolsover	Requested mutual exchange which was subsequently refused	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		6	6					13	13	
Customer Service and Performance	7	7		2	2		2	2					11	11	
Community & Street Services	3	3		6	6		11	11					20	20	
Housing	8	8		12	12		5	5					25	25	
HR & Payroll				1	1		1	1					2	2	
ICT				1	1								1	1	
Legal & Democratic Services	6	6		2	2		2	2					10	10	
Leisure				2	2								2	2	
Planning	3	3		3	3								6	6	
Environmental Health	3	3		2	2								5	5	
Regeneration	1	1					4	4					5	5	
Finance & Revenues	10	10		2	2		3	3					15	15	
BCN							1	1					1	1	
<b>Totals</b>	<b>47</b>	<b>47</b>		<b>34</b>	<b>34</b>		<b>35</b>	<b>35</b>					<b>116</b>	<b>116</b>	

**Table F: Summary of Stage Three Complaints 01/10/11 – 31/12/11**

<b>Date Received</b>	<b>Area</b>	<b>Summary of Complaint</b>	<b>Departments Involved</b>	<b>Date Response Sent</b>	<b>No of work days</b>	<b>Remedy</b>
10/10/11	Barlborough	Not happy with the exemptions applied in response to a Freedom of Information request	CSPD Legal	26/10/11	12	Exemptions applied are reasonable and valid, consequently the information could not to be released
10/10/11	Creswell	Still not happy with paying full amount for regeneration work to the private property	Regeneration	07/11/11	20	Customer was happy with quality of work and, as it had been signed off by all parties, the recharge is still valid
05/12/2012	Clowne	Not happy with the response to stage two complaint regarding the content of the Council's newsletter	CSPD Legal	05/01/12	18	Reiterated that the article did not breach the Code of Recommended Practice on Local Authority Publicity

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

<b>Date Received</b>	<b>Area</b>	<b>LGO's Summary of Complaint</b>	<b>Departments Involved</b>	<b>Date Response sent</b>	<b>No. of Calendar Days</b>	<b>Date Decision Letter Received</b>	<b>Ombudsman's Decision</b>
20/06/11	Shirebrook	Council's regeneration work carried out in 2007/08 was substandard resulting in continuing need for remedial work to correct faults	Regeneration			20/06/11	<b>Outside jurisdiction</b> as the complainant signed off the works at the time and did not raise any dissatisfaction at the time
15/07/11	Creswell	Cracks on driveway are as a result of planning permission given to developers in 1989	Planning			15/07/11	<b>Outside jurisdiction</b> 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 <b>Informal investigation</b>	Housing	16/08/11	3		<b>Progressed to a formal investigation 22/12/11</b>
11/08/11	Barlborough	Unhappy with Planning Enforcement action in relation to development at Barlborough - <b>Informal investigation</b>	Planning			11/08/11	<b>To discontinue investigation</b> as it is the developer's behaviour which has caused distress, not any maladministration by the Council ( <b>note - the LGO has cited good practice in respect of the Council</b> )

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

<b>Date Received</b>	<b>Area</b>	<b>LGO's Summary of Complaint</b>	<b>Departments Involved</b>	<b>Date Response sent</b>	<b>No. of Calendar Days</b>	<b>Date Decision Letter Received</b>	<b>Ombudsman's Decision</b>
05/09/11	Barlborough	Complaint that Bolsover District Council wrongly advised complainant's employer, a parish council, over matters concerning employment	Legal			05/09/11	<b>Not in jurisdiction and no discretion</b> – 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	CSPD Legal			06/09/11	<b>Not to initiate an investigation</b> – no personal injustice caused to the complainant
14/10/11	Pinxton	That the Council failed to pass Housing Benefit appeal to the Tribunal despite being asked to	Finance & Revenues	25/10/11	7	14/11/11	<b>Ombudsman to discontinue investigation</b> as the Council has lodged the appeal with the Tribunals Service and that process needs to run its course

**Table H - Summary of FOI Requests 01/10/11 – 31/12/11**

<b>Date Received</b>	<b>Ref Number</b>	<b>Summary of FOI</b>	<b>Departments Involved</b>	<b>Date Response Sent</b>	<b>No of work days</b>	<b>Information released</b>
05/10/11	F/207/1112	Information on pest control service	Environmental Health	21/10/2011	12	Yes
06/10/11	F/208/1112	Information on Business Rates accounts	Finance & Revenues	24/10/2011	12	No - refusal notice Section 12 - Costs exceed appropriate limit
07/10/11	F/209/1112	A list of public health funerals	Environmental Health	25/10/2011	12	Yes
07/10/11	F/210/1112	Persons who have died with no next of kin since 01/06/11	Environmental Health	25/10/2011	12	No information held
07/11/11	F/211/1112	How many public funerals have been carried out by your local authority since June 2011	Environmental Health	25/10/2011	12	Yes
07/10/11	F/212/1112	How many council homes have been sold under the Right to Buy scheme 1980	Housing	02/11/2011	18	No - refusal notice Section 12 - Costs exceed appropriate limit
10/10/11	F/213/1112	The collection and disposal of animals from road and public areas	Environmental Health Community & Street Services	25/10/2011	11	Yes
10/10/11	F/214/1112	Information on which services are shared with other councils	CSPD Finance & Revenues HR & Payroll	31/10/2011	15	Partially - some information provided, some not held
12/10/11	F/215/1112	Information on Minimum Revenue Provision budget and policy	Finance & Revenues	01/11/2011	14	Partially - some information provided, some exempt Section 21 - information available by other means

**Table H - Summary of FOI Requests 01/10/11 – 31/12/11**

<b>Date Received</b>	<b>Ref Number</b>	<b>Summary of FOI</b>	<b>Departments Involved</b>	<b>Date Response Sent</b>	<b>No of work days</b>	<b>Information released</b>
07/10/11	F/216/1112	Various questions on stray dogs	Environmental Health	26/10/2011	13	Partially - some information provided, some not held
10/11/11	F/217/1112	List of commercial properties with rateable values of £10,000 and above	Finance & Revenues	01/11/2011	16	Partially - some information provided, some redacted Section 40 - personal information
12/10/11	F/218/1112	Details of all credits held on business rates system	Finance & Revenues	01/11/2011	14	Yes
13/10/11	F/219/1112	Schedule of all National Non - Domestic rate accounts that still have a credit balance in excess of £500 shown on them from any time from 1st April 1990 to date	Finance & Revenues	08/11/2011	18	Yes
14/10/11	F/220/1112	Explanation of transaction between Bolsover District Council and Derbyshire County Council entitled 'pension shortfall'	Finance & Revenues HR & Payroll	02/11/2011	13	Yes
14/10/11	F/221/1112	Various questions in relation to utilities monitoring and management, billing, payment and procurement	Procurement	01/11/2011	12	Partially - some information provided, some not held
13/10/11	F/222/1112	Elected members expenses April 2011 to date	HR & Payroll	03/11/2011	15	No - refusal notice Section 21 - information available by other means and Section 22 - information intended for future publication
18/10/11	F/223/1112	How many temporary staff does the Council employ in relation to 'trusts'	CSPD	19/10/2011	1	No information held
19/10/11	F/224/1112	Mobile communications information request	HR & Payroll Shared ICT	04/11/2011	12	Partially - some information provided, some held by

**Table H - Summary of FOI Requests 01/10/11 – 31/12/11**

<b>Date Received</b>	<b>Ref Number</b>	<b>Summary of FOI</b>	<b>Departments Involved</b>	<b>Date Response Sent</b>	<b>No of work days</b>	<b>Information released</b>
						North East Derbyshire District Council
21/11/11	F/225/1112	Number of personal searches carried out so far this year in each month starting with January 2011 and names of organisations that carried out the searches	Legal	16/11/2011	18	Partially - some information provided, some exempt Section 43(2) - Commercial Interests
21/10/11	F/226/1112	Details of complaints relating to noise from installation of small wind turbines	Environmental Health Planning	16/11/2011	18	Partially - some information provided, some not held
24/10/11	F/227/1112	Data we hold in relation to energy providers in the area, dwellings and postal addresses	Regeneration	18/11/2011	19	Partially - some information provided, some not held
25/10/11	F/228/1112	Questions in relation to Clowne Campus College	Legal	18/11/2011	18	No - refusal notice Section 43(2) - Commercial Interests
25/10/11	F/229/1112	Questions relating to in-house software systems	ICT Finance & Revenues HR & Payroll	18/11/2011	18	Partially - some information provided, some held by North East Derbyshire District Council
25/10/11	F/230/1112	Legal costs incurred by council as a result of appeals arising from planning decisions since January 1st 2009	Planning Legal	17/11/2011	18	No information held
25/10/11	F/231/1112	Questions in relation to Clowne Campus College	Legal	18/11/2011	18	No - exempt Section 43(2) - Commercial Interest and Section 36 - Prejudice to effective conduct of public affairs
26/10/11	F/232/1112	Questions on reduced rent schemes	Housing Regeneration	23/11/2011	20	Partially - some information provided, some not held



**Table H - Summary of FOI Requests 01/10/11 – 31/12/11**

<b>Date Received</b>	<b>Ref Number</b>	<b>Summary of FOI</b>	<b>Departments Involved</b>	<b>Date Response Sent</b>	<b>No of work days</b>	<b>Information released</b>
27/10/11	F/233/1112	Questions on garden waste collection service	Community & Street Services	18/11/2011	16	Yes
28/10/11	F/234/1112	Information in relation to creating the Cavendish family and number of void council properties	CSPD Housing	25/11/2011	20	Yes
01/11/11	F/235/1112	Questions on waste collection service	Community & Street Services	24/11/2011	17	Yes
03/11/11	F/236/1112	Information regarding the Council's spend on CCTV	Community & Street Services Regeneration Leisure	01/12/2011	20	Yes
03/11/11	F/237/1112	Information relating to redundancies	HR & Payroll	24/11/2011	15	Partially - some information provided, some not held
03/11/11	F/238/1112	Information regarding parking, waste management, leisure and heritage and planning and building control	Planning Community & Street Services Leisure	01/12/2011	20	Partially - some information provided, some not held
04/11/11	F/239/1112	Information relating to Bolsover District Council's youth provision	Leisure	01/12/2011	19	No information held
07/11/11	F/240/1112	ICT information including budget for 10/11 and 11/12	Finance & Revenues	24/11/2011	13	Partially - some information provided, some held by North East Derbyshire District Council
08/11/11	F/241/1112	Information relating to redundancies	HR & Payroll	01/12/2011	18	Yes

**Table H - Summary of FOI Requests 01/10/11 – 31/12/11**

<b>Date Received</b>	<b>Ref Number</b>	<b>Summary of FOI</b>	<b>Departments Involved</b>	<b>Date Response Sent</b>	<b>No of work days</b>	<b>Information released</b>
08/11/11	F/242/1112	List of all concert and or theatre and or performance venues which the Council owns or manages within the area	Leisure	02/12/2011	19	Partially - some information provided, some not held
08/11/11	F/243/1112	How many public funerals have been carried out by your local authority in the last 4 weeks	Environmental Health	01/12/2011	18	No - refusal notice Section 21 - information available by other means
09/11/11	F/244/1112	How much has Council paid in recruitment and retention allowances since April 2011	HR & Payroll	01/12/2011	17	Yes
09/11/11	F/245/1112	Details of any plans to mark Queen's Diamond Jubilee in 2012	CSPD	01/12/2011	17	No information held
10/11/11	F/246/1112	Schedule of all properties which are currently vacant with rateable value in excess of £250,000	Finance & Revenues	06/12/2011	18	Yes
10/11/11	EIR/247/1112	Answers to CON 29 questions for a specified address	Environmental Health BCN	24/11/2011	10	Yes
10/11/11	F/248/1112	For 2009/10 and 2010/11 how much was spent on foreign language translation services	CSPD	06/12/2011	18	Yes
11/11/11	EIR/249/1112	Questions in relation to CON29 FORM for a specified address	Environmental Health BCN	24/11/2011	9	Yes
14/11/11	F/250/1112	Information on childcare voucher scheme	HR & Payroll Finance & Revenues	06/12/2011	16	Yes
15/11/11	F/251/1112	Questions on repair/maintenance/fleet management/contract hire	Community & Street Services	12/12/2011	19	Partially - some information provided, some not held

**Table H - Summary of FOI Requests 01/10/11 – 31/12/11**

<b>Date Received</b>	<b>Ref Number</b>	<b>Summary of FOI</b>	<b>Departments Involved</b>	<b>Date Response Sent</b>	<b>No of work days</b>	<b>Information released</b>
15/11/11	F/252/1112	Questions relating to payment of £2,940 posted on website on Labour Group subscriptions	Finance & Revenues HR & Payroll Legal	13/12/2011	20	Partially - some information provided, some exempt Section 12 - Costs exceed appropriate limit
16/11/11	F/253/1112	Information on crematoria and cremation services	Environmental Health	18/11/2011	2	No information held
16/11/11	F/254/1112	Persons who have died with no next of kin since 12th July 2011	CSPD	13/12/2011	19	No - refusal notice Section 21 information available by other means
23/11/11	F/255/1112	How many of authority's employees are also councillors	HR & Payroll	21/12/2011	20	Partially - some information provided, some not held
17/11/11	F/256/1112	Information on council funerals which have been carried out in last five years	Environmental Health	13/12/2011	18	Yes
18/11/11	F/257/1112	Questions relating to planning applications for changes of use from meat processing to slaughter (abattoir)	Planning Democratic Services	16/12/2011	20	No - refusal notice Section 21 information available by other means
21/11/11	F/258/1112	How much spent on tickets for London Olympics & Paralympics 2012	Finance & Revenues	16/12/2011	19	No information held
21/11/11	F/259/1112	How much unspent Section 106 money do we currently have	Planning Finance & Revenues	19/12/2011	20	Partially some information provided, some information not held in the form required
21/11/11	F/260/1112	Information relating to executive hire exemptions of private hire vehicles from displaying signage	Legal	16/12/2011	19	Partially - some information provided, some not held
25/11/11	F/261/1112	Information relating to recruitment services contract	HR & Payroll	19/12/2011	16	No information held

**Table H - Summary of FOI Requests 01/10/11 – 31/12/11**

<b>Date Received</b>	<b>Ref Number</b>	<b>Summary of FOI</b>	<b>Departments Involved</b>	<b>Date Response Sent</b>	<b>No of work days</b>	<b>Information released</b>
21/11/11	F/262/1112	Questions about Morrisons and Clowne College negotiations	Legal	15/12/2011	18	No - refusal notice Section 43(2) - Commercial Interests
21/11/11	F/263/1112	Questions about planning application for new brick structure on Slayley Green	Planning	16/12/2011	19	No information held
22/11/11	F/264/1112	Lists of long term empty property	Finance & Revenues	13/12/2011	15	Yes
22/11/11	F/265/1112	Questions about CCTV Cameras monitoring	Community & Street Services	19/12/2011	19	No information held
22/11/11	F/266/1112	Schedule of all National Non-Domestic rate accounts that still have a credit balance in excess of £500 shown on them from any time from 1st April 1990 to date	Finance & Revenues	13/12/2011	18	Yes
22/11/11	F/267/1112	Asking details of complaints where the Council has taken legal advice but then failed to act in accordance with it	Legal	19/12/2011	19	No information held
23/11/11	F/268/1112	Number of times the Council have hired private detectives/investigators since 2008	Finance & Revenues	13/12/2011	14	No information held
23/11/11	F/269/1112	Questions about the New Homes Bonus Scheme	Regeneration	19/12/2011	18	Partially - some information provided, some not held
28/11/11	F/270/1112	Cutbacks on funding and mayoral ceremonial duties	CEO	19/12/2011	15	No information held
01/12/11	F/271/1112	Information about dog fouling/ litter and flytipping and general complaints	Environmental Health CSPD Community & Street Services	20/12/2011	17	Yes

**Table H - Summary of FOI Requests 01/10/11 – 31/12/11**

<b>Date Received</b>	<b>Ref Number</b>	<b>Summary of FOI</b>	<b>Departments Involved</b>	<b>Date Response Sent</b>	<b>No of work days</b>	<b>Information released</b>
01/12/11	F/272/1112	How much money has the Council invested in General Dynamics Corp through pension contributions since 2006	Finance & Revenues	21/12/2011	18	No information held
14/12/11	F/273/1112	How many Councillors claim these expenses under the recommendations by the last Independent Review Panel March 2011	HR & Payroll	09/01/12	15	Yes
05/12/11	F/274/1112	People dying with no next of kin being known at time of death.	CSPD	21/12/2011	18	No - refusal notice Section 21 - information available by other means
09/12/11	F/275/1112	Information on customer facing services - performance to date	CSPD			
07/12/11	F/276/1112	Addresses and rateable values of commercial properties with a rateable value of £10,000 and above	Finance & Revenues	21/12/2011	18	Yes
12/12/11	F/277/1112	Use of Regulation of Investigatory Powers Act (RIPA)	Legal Finance & Revenues			
01/12/11	F/278/1112	Copy of Health & Safety report for a named business	Environmental Health	13/12/2011	10	Partially - some information provided, some redacted Section 40 - personal information
14/12/11	F/279/1112	All documentation relating to any council owned property that is currently rented and/or leased to any political party, trade union or Member of Parliament	Housing Regeneration	09/01/12	15	No information held
14/12/11	EIR/280/1112	Questions in relation to CON29 FORM for a specified address	BCN			

**Table H - Summary of FOI Requests 01/10/11 – 31/12/11**

<b>Date Received</b>	<b>Ref Number</b>	<b>Summary of FOI</b>	<b>Departments Involved</b>	<b>Date Response Sent</b>	<b>No of work days</b>	<b>Information released</b>
15/12/11	F/281/1112	Contact information for named posts	CSPD			
15/12/11	F/282/1112	Information about government cuts affecting local councils	HR & Payroll Finance & Revenues			
15/12/11	F/283/1112	Information relating to any roads which are maintained and repaired at a cost to the public (adopted or unadopted)	Planning BCN			
13/12/11	EIR/284/1112	Questions in relation to CON29 FORM for a specified address	BCN			
16/12/11	EIR/285/1112	Questions in relation to CON29 FORM for a specified address	BCN			
19/12/11	EIR/286/1112	Questions in relation to CON29 FORM for a specified address	BCN			
19/12/11	F/287/1112	Information on council's spend on temporary staffing	Human Resources			
20/12/11	F/288/1112	Questions on spending for electoral registration and electoral services	Democratic Services			
21/12/11	F/289/1112	Council spend on accommodating statutory homeless people in bed and breakfast or hotel accommodation	Housing			
28/12/11	F/293/1112	Information on building/office space within the council	Regeneration			
30/12/11	F/290/1112	Questions relating to complaints management	CSPD			
30/12/11	F/291/1112	Information about Joint Housing Board or a Tenants Forum in operation	Housing			

**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					2	2	
CEPT															
Customer Service & Performance	13	13		8	8		11	11					32	32	
Community & Street Services	8	8		7	7		8	8					23	23	
Legal & Democratic	11	11		9	9		11	11					31	31	
Finance & Revenues	33	33		32	32		21	21					86	86	
Housing	7	7		2	2		6	6					15	15	
HR & Payroll	19	19		8	8		15	15					42	42	
ICT	1	1					2	2					3	3	
Leisure	2	2		4	4		3	3					9	9	
Planning				10	10		7	7					17	17	
Environmental Health	14	14		27	27		14	14					55	55	
Procurement				4	4		1	1					5	5	
Regeneration	16	16		11	11		6	6					33	33	
BCN							7	7					7	7	
<b>Totals</b>	<b>125</b>	125		<b>122</b>	122		<b>113</b>	113					<b>360</b>	360	

Committee:	Executive	Agenda Item No.:	6.
Date:	6 <sup>th</sup> February 2012	Status	Open
Category	Decision within the functions of Executive		
Subject:	Corporate Plan Targets April - December 2011 Performance Report		
Report by:	Head of Customer Service and Performance		
Other Officers Involved	Relevant Heads of Service/ Directors		
Director	Chief Executive Officer		
Relevant Portfolio Holder	N/A		

### **RELEVANT CORPORATE AIMS**

The report details performance on all of the corporate plan aims as below:

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

### **TARGETS**

The report details progress against each of the targets associated with these aims within the Corporate Plan 2011 -15.

### **VALUE FOR MONEY**

The targets within the Corporate Plan have been approved by members. The targets aim to address our key priorities and improve services to customers. Value for money and financial implications were addressed as part of the development of each target. Background information to each target can be found in the Council's performance management system (PERFORM).



## **THE REPORT**

The Corporate Plan 2011 - 2015 was approved by Members in September 2011 following an internal and external consultation exercise. The Council is committed to managing and reporting the performance of its Corporate Plan.

Attached are the performance updates for the period April (as appropriate) to December 2011 for the 56 targets in the Corporate Plan.

These reports provide a summary of the most up-to-date data/ information available as at the end of December 2011. Members are reminded that some targets have time lags for data collection and as such not all of the data will be fully up-to-date. Time lags are detailed in the corporate plan templates on the Council's performance management system.

The reports have been presented to Joint Cabinet/ Strategic Alliance Management Team. The three Scrutiny Committees have also received their relevant corporate plan target reports. Any feedback from the Scrutiny Committees (week commencing 30th January 2012) will be presented as a supplementary verbal report to Executive.

## **IMPLICATIONS**

Financial: None  
Legal: None  
Human Resources: None

## **RECOMMENDATION**

That the report be received.

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

Provide Executive with an update on the performance of the Corporate Plan 2011-15.

ATTACHMENTS:  
FILE REFERENCE:  
SOURCE DOCUMENT:

Community Safety Targets	Status	Progress	Target Date
CS 01 - Deliver six parenting programmes across the district by June 2012.	On track	December 2011 - delivered 7 parenting programmes and 100% successfully completed to date.	Sat-30-Jun-12
CS 02 - Increase percentage of successful Anti-Social Behaviour Contract's (ABCs) to 90%.	On track	December 2011: Currently 12 ABCs in place and 1 failed ABC which gives a total of 13 signed up during this financial year. The failed ABC we are currently gathering evidence for us to try and obtain an ASBO (Anti Social Behaviour Order) This gives a successful percentage rate of 92%	Tue-31-Mar-15
CS 03 - Deliver 8000 hours of positive activity through community based engagement per year.	On track	December 2011 - As at Quarter 3 for 2011/12, we should have delivered 6000 (75% of target) positive activity hours via community based engagement. The actual positive activity hours delivered is 9077 (113% of target) to date, therefore performance is currently well above target.	Tue-31-Mar-15
CS 04 - Reduce the incidence of flytipping, dog fouling and littering by 20% by March 2015.	On track	December 2011 - Since April 2011 there has been good progress against this objective in that all milestones have been met and additional actions have been implemented to meet the target. Details of these actions can be provided. In order to provide meaningful data progress against the reduction in incidents needs to be calculated annually.	Tue-31-Mar-15
CS 05 - Ensure that all tenants of bungalows and sheltered housing schemes are offered new doors with secure locking mechanisms by April 2015.	On track	30/9/2011: 1,198 doors have been ordered to date and 720 fitted. A request for a further 170 doors to be fitted from The Repair list has recently been issued. Four Group Dwellings are also to receive	Tue-31-Mar-15

		replacement doors as per the information provided. 31-12-2011: 1,411 have now been ordered and 1,109 fitted which includes properties on the Repair List. The fitting of replacement fire doors and bin store doors at the Group Dwellings is now complete.	
CS 06 - Install 100 new lifelines within the community each year.	On track	April - December 2011 - 151 Careline units installed.	Tue-31-Mar-15
CS 07 - Identify and deliver initiatives to reduce acquisitive crime by 3% per year from the 2011 baseline.	On track	December 2011 - The district has seen a 7.6% reduction in serious acquisitive crime for the 12 month period up to November 2011.	Tue-31-Mar-15
CS 08 - Identify and deliver initiatives to reduce assault with less serious injury by 3% per year from the 2011 baseline.	On track	December 2011 - The district has seen a 15% reduction in Assault with less serious injury for the 12 month period to November 2011.	Tue-31-Mar-15

<b>Customer Focused Services Targets</b>	<b>Status</b>	<b>Progress</b>	<b>Target Date</b>
CFS 01 - Review and deliver the Engagement Plan annually	On track	December 2011 - Heads of Service asked to check and update their engagement plan entries in November. Outcome information and reports will be sought in April 2012	Tue-31-Mar-15
CFS 02 - Review and deliver the Communication Plan annually	On track	December 2011 - Communication Plan presented to Improvement Group 2.8.11 for discussion and approval. Plan is on ERIC and officers working to the document.	Tue-31-Mar-15
CFS 03 - Introduce text messaging for repairs appointments by December 2011.	Failed	December 2011- Final user acceptance testing of texting is being carried out following technical issues highlighted during testing in December 2011. Live implementation will be January 2012.	Sat-31-Dec-11

CFS 04 - Produce a strategy detailing customer contact methods and implementation plan by December 2011.	Achieved	December 2011 - The Channel Strategy 2011-13 has been developed by CSPD and was approved by Executive on 12.12.11 following consultation with members and employees. The Strategy identifies the methods by which our public services are delivered and how the public can contact us. Target Achieved.	Sat-31-Dec-11
CFS 05 - Complete Choice Based Letting by December 2011.	Achieved	December 2011 - Choice Based Letting system completed in December 2011. Launched to Customers in January 2012. Target Achieved.	Sat-31-Dec-11
CFS 06 - Reduce average relet times of Council properties from 25 days to 22 days by March 2015.	On track	December 2011 - Problems with the Academy system (benefits posting) during the first week in January 2012 have prevented Housing extracting accurate data. To provide some information the 'raw' data for the year has been analysed and estimated at 22 days. The annual figure will be confirmed next quarter.	Tue-31-Mar-15
CFS 07 - Fully deliver the Customer Service Excellence Implementation Plan and retain accreditation by March 2014.	On track	December 2011 - Implementation Plan update taken to Improvement Group on 04/10/11. Compliance check due in April 2012.	Mon-31-Mar-14
CFS 08 - Carry out 97% of repairs to Council houses on the first visit (Right First Time) by March 2015.	On track	December 2011 -Right first time stands at 97% to the end of 2011 and adheres to a strict definition	Tue-31-Mar-15
CFS 09 - Fully implement mobile working for the Repairs Service by December 2011.	Achieved	December 2011 - Responsive repairs continues to operate as a mobile working solution. Voids repairs went live on the 14th December 2011. Gas servicing, which holds details of statutory inspections, will	Sat-31-Dec-11

		be introduced at the end of the current cycle (March 2012). Note - there is a regulatory requirement to store records for a period - there is less risk in making a change at the end of a cycle rather than part of the way through	
CFS 10 - Process all new Housing and Council Tax benefit claims within 20 days.	On track	December 2011 - Data up to the 30.11.11 (time lag of one month) shows on target. Average processing time for new Housing and Council Tax Benefit claims 19.51 days.	Sat-31-Mar-12

Environment Targets	Status	Progress	Target Date
E 01 - Recycle and compost 45% of household waste by March 2015.	On track	December 2011 - 37.62% household waste recycled/composted during Qtr 1, 42.48% household waste recycled/composted during Qtr 2. Estimated 36% household waste recycled/composted during Qtr 3.	Tue-31-Mar-15
E 02 - Reduce the level of municipal waste land filled by reducing the quantity of the household waste collected to 15,000 tonnes by 2015.	On track	December 2011 - 5829T household waste collected in Qtr 1, 4853T household waste collected in Qtr 2. Estimated 5429T household waste collected in Qtr 3.	Tue-31-Mar-15
E 03 - Complete and adopt the final Core Strategy Development Plan Document by December 2013.	On track	December 2011 - Important pieces of Core Strategy evidence have been drafted, approved by Cabinet and sent out for consultation e.g. Infrastructure Delivery Plan and Green Space Strategy. Work ongoing with County Council and consultants on Transport Study. Aiming for publication version of Core Strategy in late summer 2011.	Tue-31-Dec-13

<p>E 04 - Reduce fuel usage and CO<sup>2</sup> emissions from our transport, plant and equipment used to deliver services by 3% year on year.</p>	<p>On track</p>	<p>December 2011- Departmental Fuel Issue Report created. Each department given a fuel allowance 3 % less than that issued in 2010/11. The report to be sent out monthly to Directors, Portfolio Holder &amp; Heads of Service for discussion at Climate Change Group. At the end of period 8 (November 2011) the amount of fuel issued to date is 213,243 litres against an allowance of 233, 420 litres.</p>	<p>Tue-31-Mar-15</p>
<p>E 05 - Deliver the first BREEAM excellent standard workspace in Shirebrook through external funding by March 2013.</p>	<p>On track</p>	<p>December 2011 - The contractor, started building on site 12 September 2011, they are progressing with a tracker with partners to achieve BREEAM 'Excellent' by reviewing, targeting and scoring the points on a monthly basis. Meetings have been held, with further review meetings over the coming months to close-out outstanding actions. The BREEAM report is scheduled for 29th June 2012, the current BREEAM status: Credits Achieved (evidence provided) 0.00% Current BREEAM Rating N/A Credits Outstanding (evidence required) 74.60%</p>	<p>Sun-31-Mar-13</p>
<p>E 06 - Increase the Standard of Cleanliness, so that 96% of streets each year meet the criteria of an acceptable standard, established by Keep Britain Tidy Group Local Environment Quality Standards (LEQS).</p>	<p>On track</p>	<p>E06 is an annual figure. But at the moment is running at 93%.</p>	<p>Tue-31-Mar-15</p>
<p>E 07 - Complete and adopt residential development guide as</p>	<p>On track</p>	<p>December 2011 - Consultation draft almost completed. Will move</p>	<p>Mon-31-Dec-12</p>

Supplementary Planning Guidance by December 2012.		document to SAMT, Cabinet and Planning Committee as soon as practical.	
E 08 - Consider whether the former Coalite site meets the statutory definition of contaminated land by March 2012	On track	December 2011 - Risk assessment contract allocated Sept 2011, slight delay in issuing contract (legal and procurement issues) so contracted work could not commence until Oct 2011. Draft report received from contractor December 2011, Meeting in Jan 2012 with Contractor to discuss draft report and consider next steps.	Sat-31-Mar-12
E 09 - Bring 40 private sector empty properties back into use by March 2015.	On track	December 2011 - An empty property database has now been developed and is in full use. By the end of quarter 3 (2011) 10 properties have been brought back into use. This is therefore currently above target.	Tue-31-Mar-15

Regeneration Targets	Status	Progress	Target Date
R 01 - Ensure that all Local Authority actions within 'A Healthy Bolsover' are addressed by March 2012.	On track	December 2011 - All actions points currently being addressed. Progress reports on actions and actual outcomes to be collected during Jan-March 2012.	Sat-31-Mar-12
R 02 - Deliver a health intervention programme which provides 500 adults per year with an exercise plan accessed via the GP referral scheme.	On track	December 2011 - For the nine months to the end of December 2011, 592 clients have been referred to the Bolsover Wellness programme. The target figure was revised following a review of the referral process and reflects the current targets set by the PCT in the hub specification. Target achieved for 2011/12.	Tue-31-Mar-15
R 03 - Increase participation/attendance	On track	December 2011 - With 3 quarters of 2011/12 complete,	Tue-31-

<p>s in sport, physical and cultural activity each year for the lifetime of the plan.</p>		<p>attendances recorded should be 232,500 (75%) in order to achieve the annual target. The actual number of recorded attendances as at quarter 3 is 238,166 (77%); performance is therefore currently above target and on track.</p>	<p>Mar-15</p>
<p>R 04 - Deliver a child focused health intervention programme to 95% of identified Key Stage 2 year groups by March 2015</p>	<p>On track</p>	<p>December 2011 - The current financial year covers the end of the last academic year (Apr - July 2011) and the start of the current academic year (Sept - Dec 2011). During this period the Five:60 programme has been delivered to 61% of identified key stage 2 children throughout the district.</p>	<p>Tue-31-Mar-15</p>
<p>R 05 - Offer assistance to 150 households to address affordable warmth issues by March 2012.</p>	<p>On track</p>	<p>December 2011 - All milestones to December have been met. Various community events/groups have been attended including 50 plus forum, Bolsover Gala and Shirebrook Health Information Days. We have also attended flu clinics at GP surgeries, promoting the service to surgeries as well as directly engaging with patients. This work with GPs is being advanced further with the development of a GP referral system. We also attended the falls prevention group and continue to liaise with this group. 675 households have been offered assistance to address affordable warmth issues . This exceeds the target significantly due to attendance at so many events and groups. The level of assistance ranges from general advice with the offer of more detailed assistance, to direct assistance for</p>	<p>Sat-31-Mar-12</p>



		example arranging fuel switching or insulation measures. Monitoring of this target will continue until March 2012 and will be recorded as achieved at this point.	
R 06 - Deliver £100,000 of New Homes Bonus per annum in the district as part of Local Investment Plan	On track	Jan 2012: £162,767 New Homes Bonus for the 55 new affordable units delivered this financial year is 33 (because 22 units were demolished) x £6000 x 0.8 (because 20% goes to County) = £158,400/6 (because paid over 6 years) plus £117,312 (from last years payment replicated over next 5 years) = £143,517 plus £19,250 (£350 affordable bonus x 55) Total: £162,767	Tue-31-Mar-15
R 07 - Deliver a retail development to Shirebrook Town Centre by March 2014.	On track	December 2011 - Development agreements completed with retail developer. Planning consent granted. Section 106 awaiting signature.	Mon-31-Mar-14
R 08 - Appoint a development partner for Sherwood Lodge and carry out public consultation events by August 2012.	On track	December 2011 - Morrison's chosen as developer partner. Communication/ consultation event held November 2011.	Fri-31-Aug-12
R 09 - Work with tenants to develop a new modern standard for council housing and develop a programme to deliver this by April 2012.	On track	December 2011 - An initial meeting was held in December to start to look at tenant priorities. The work with consultants is nearing completion which will develop a new Asset Management Strategy. This document will contain an action plan showing priorities for tenant involvement and prioritisation of key elements of work required to maintain the housing stock. To assist this process the Tenant Participation and	Mon-30-Apr-12

		Development Group has been refreshed and consists of Tenants, Members and staff.	
R 10 - Remove 120 category 1 hazards (as defined by the Housing Act 2004) within private sector housing by March 2015.	On track	December 2011- The overall target equates to 8 or 9 category 1 hazards per quarter. During quarter 3 of 2011, 17 category 1 hazards were removed. This quarter is therefore well above target. However, the outputs will fluctuate according to the seasons and we would expect this winter quarter to be above target.	Tue-31-Mar-15
R 11 - Using the Working Neighbourhoods Fund, assist a further 250 local residents into employment by March 2012.	On track	December 2011 - Based on Quarter 2 (Jul-Sep 2011) data, 143 people have been helped into work via the WNF programme since April 2011. As at May 2011 (most recent data) the out-of-work benefits claimant rate was the lowest it has ever been at 26% since recording began in February 2007.	Sat-31-Mar-12
R 12 - Deliver 2,000 m2 of new workspace in Shirebrook by December 2012.	On track	December 2011 - The design and build contractor, started building on site 12th September 2011 since then Employers Agent have established fortnightly design meetings and monthly Project Team progress meeting with the Council (the client). The contractor has rescheduled the works and are working to a target programme that improves the contract programme by three weeks. The architects have presented the internal design proposals at the progress meeting on 6th December 2011. Bolsover District Council approved the internal design on 16th December 2011. The facilities	Mon-31-Dec-12

		management invitation to tender and the specification document was issued to the 5 shortlisted companies on 21st November. Tenders are due back on Friday 13th January 2012.	
R 13 - Assist economic growth within the district through direct support for 60 existing businesses and the creation of 39 new businesses by December 2013.	On track	December 2011 - No of businesses supported – 52. No of new businesses created – 16. Due to the withdrawal of government funding for one-to-one business support, as previously operated by Business Link, there has been a noticeable drop in the number of referrals. The difficult economic climate has seen a reduction of businesses seeking support from the two Business Coaches employed at Shirebrook and South Normanton and the number of new businesses being created is slow. In Shirebrook the recent recruitment drive by SportsDirect has had an impact on the number of referrals received from Job Centre Plus. On a positive note the Enterprise Clubs and Business Forums in each area are established and well received. The business centre at Shirebrook will be completed in August 2012 to support the achievement of the targets.	Tue-31-Dec-13

Social Inclusion Targets	Status	Progress	Target Date
SI 01 - Fully deliver the actions identified in the Single Equality Scheme by March 2015.	On track	December 2011 - Actions completed to schedule. Action Plan updated at Q2 and published on the website.	Tue-31-Mar-15

SI 02 - Prevent homelessness for more than 50% of people who are facing homelessness each year.	On track	April - December 2011 - 54% of homeless approaches were prevented. (255 approaches, 138 prevented)	Tue-31-Mar-15
SI 03 - Carry out 200 adaptations to council houses each year	On track	December 2011 - The total completed to the end of quarter 3 is 181, therefore on track.	Tue-31-Mar-15
SI 04 - Produce a Tenancy Strategy in line with new statutory requirements by December 2013 (or by the statutory timescale).	On track	December 2011 - initial consultation taken place with Registered Providers with briefing to members to follow this coming quarter.	Tue-31-Dec-13
SI 05 - Maximise the supply of affordable housing in the district and deliver an average of 20 units per annum by March 2015.	On track	January 2012 - Units delivered 2011/12 financial year: 10 at Shuttlewood (ACIS), 4 at Doe Lea (WHA 2), 8 at Byron Street (EMHA), 33 at Oxcroft (Derwent) Total delivered: 55	Tue-31-Mar-15
SI 06 - Produce and adopt a Homelessness Strategy by March 2012.	On track	December 2011 - 2nd draft produced.	Sat-31-Mar-12
SI 07 - Deliver the Raising Aspirations project to raise the aspirations and employability skills of school children and their families, and NEETs by March 2012.	On track	December 2011 - 66% of active targets overachieved including 378 students attending motivational events, 111 NEETs supported, 21 teenage parents supported, 11 young people who had been NEET for 6 months going into EET, 13 young people with substance misuse problems going into EET, 21 young people gaining a qualification. More information is available from Partnership Team.	Sat-31-Mar-12
SI 08 - Deliver enterprise skills to 700 students culminating in a competition to enhance entrepreneurship by March 2012.	On track	December 2011 - A total of 706 students and 17 teachers have participated in the Enterprise Academy to date. The Enterprise Oscars Event is to be held on 25th January 2012 at Heritage High	Sat-31-Mar-12

		School, Clowne. It is designed to celebrate the success of all the teams from all five secondary schools involved in the Enterprise Challenge Event Programme. Awards will be issued to the ten teams from the five schools across a host of categories. In addition 15 businesses have been involved in the programme supporting the students to develop their projects. Further work continues to develop and commercialise the project products and services. Individual events are planned for the Spring Term in each of the schools to share learning from the project.	
SI 09 - Deliver the Bolsover District Financial Inclusion Strategy by March 2012	On track	December 2011 - A number of project staff left during Quarter 2 and a contingency plan is being implemented to ensure continued delivery. An independent evaluation has been undertaken and is available from the Partnership Team. Despite the staffing issues 103 people have received debt advice, 639 people have accessed welfare benefits (82% above target) and £347,369 in additional welfare benefits have been recovered.	Sat-31-Mar-12

Strategic Organisational Development Targets	Status	Progress	Target Date
SOD 01 - Reduce the Council's overall spend in accordance with the Savings Strategy by March 2013.	On track	The Council is now on target to deliver a balanced budget and the full achievement of its Savings Strategy by March 2013. While an additional call on balances on £0.3m will be required in respect of 2012/13	Sun-31-Mar-13

		<p>this has arisen because of the time needed to implement the Strategy during the initial phases. The savings that have arisen from the Strategy have been in areas such as service review, income generation and vacancy and expenditure management. These are in line with the plans set out within the Strategy.</p>	
<p>SOD 02 - Reduce the percentage of rent arrears by 20% by 2015.</p>	<p>On track</p>	<p>December 2011: At the start of the financial year 2011/2012 the arrears were £486,526 a 20% reduction would be £389,220. At the end of December 2011 the figures stand at £466,881.70 this is a reduction of 5% from the start of the financial year.</p>	<p>Tue-31-Mar-15</p>
<p>SOD 03 - Reduce the level of Former Tenants Arrears by 25% by 2015.</p>	<p>On track</p>	<p>December 2011: The starting figure was £658,493.14 as at the end of September 2011 a 25% reduction would be £493,869.85. At the end of December the figure was £687,529.30 which is an increase of 4.25%. So far this financial year £19,465.18 former tenants arrears have been collected and £7,615.37 has been written off which has been an income of £27,080.55. Since the introduction of the new Allocations Policy we now suspend any application with a housing related debt until the debt has cleared and this has generated an income of £2,281.47. The post of Former Tenants Administrator is currently vacant; however the post is currently being covered 15 hours a week by a previous postholder. We are currently going through the recruitment process for</p>	<p>Tue-31-Mar-15</p>

		this position	
SOD 04 - Reduce the cost of collection of income year on year by increasing options available to customers.	Not Started	A decision has been taken to put the implementation of the Payments Strategy on hold until the new financial year, which will minimise the adverse impact upon customers. In the meantime the Council has continued to work to encourage customers to migrate to more cost effective payment options such as Direct Debit.	Tue-31-Mar-15
SOD 05 - Develop a series of business cases in respect of joint services/collaboration to deliver £750k savings by March 2014.	On track	December 2011 - A number of reports have been produced detailing savings from collaborative /joint services. Once fully implemented the following reviews should save Bolsover: Joint CEO/Directors restructure- £111,000. Garage review £71,000 per annum. Environmental Health Joint service - £206,000 per annum. These savings are detailed in an Exec report (9th Jan 2012). Potential future savings are identified as £120,000 from third tier review and £100,000 from further reviews to be identified before the end of the financial year.	Mon-31-Mar-14
SOD 06 - Fully deliver the Investors in People Implementation Plan and retain Silver level accreditation by July 2014.	On track	December 2011 - Investors in People Improvement Plan developed and agreed. Development work is ongoing.	Thu-31-Jul-14
SOD 07 - Produce a People Strategy 2011-15 by September 2011 and fully deliver milestones by March 2015.	On track	December 2011 - 2 of the 11 targets have been completed (see People Strategy for further details). People Strategy 2011-15 approved by Council on 21st Sept 2011.	Tue-31-Mar-15

## EXECUTIVE AGENDA

Monday 6<sup>th</sup> February 2012 at 1000 hours  
Committee Room One

Item No.		Page No.(s)
	<b>PART 1 – OPEN ITEMS</b>	
1.	To receive apologies for absence, if any.	
2.	To note any urgent items of business which the Chairman has consented to being considered under the provisions of Section 100(B) 4 (b) of the Local Government Act 1972.	
3.	Members should declare the existence and nature of any personal and prejudicial interests in respect of:  a) any business on the agenda b) any urgent additional items to be considered c) any matters arising out of those items  and if appropriate, withdraw from the meeting at the relevant time.	
4.	To approve the Minutes of a meeting of the Executive held on 9 <sup>th</sup> January 2012.	Previously circulated
5.	Compliments, Comments, Complaints and Freedom of Information Requests. <b>Recommendation on Page 6</b>	3 to 31
6.	Corporate Plan Targets April - December 2011 Performance Report. <b>Recommendation on Page 33</b>	32 to 47
7.	Medium Term Financial Plan	
	• General Fund	To Follow
	• Housing Revenue Account	To Follow
	• Capital Programme	To Follow



## **EXECUTIVE**

Minutes of a meeting of the Executive of Bolsover District Council held in Committee Room One, Sherwood Lodge, Bolsover, on Monday 9<sup>th</sup> January 2012 at 1025 hours.

### **PRESENT:-**

Councillor E. Watts – Chair

### **Members:-**

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

Councillors M. Dooley, H. Gilmour and J. Smith (from Minute No.783 to Minute No. 784).

### **Officers:-**

W. Lumley (Chief Executive Officer), B. Mason (Director of Corporate Resources), S. Tomlinson (Director of Neighbourhoods), A. Turner (Legal and Standards and Deputy Monitoring Officer), P. Campbell (Head of Housing) (from Minute No. 783 to Minute No. 790), L. Hickin (Head of Leisure) (to Minute No. 783), S. Chambers (Communications Officer), C. Hirst (Arts Development Officer) (to Minute No. 783) and R. Leadbeater (Democratic Services Officer).

### **Visitor:-**

Mr. S. Bruce, Partnership Manager, Orchestras Live (to Minute No. 783).

### **778. APOLOGIES**

There were no apologies for absence received.

### **779. URGENT ITEMS OF BUSINESS**

The Chair had consented to Provisional General Fund Budgets – 2011/12 Estimated Outturn, 2012/13 Original Budget and Financial Plans 2013/14 and 2014/15, being considered as an urgent item of business.

## EXECUTIVE

### 780. DECLARATION OF INTEREST

Minute No.	Member	Level of Interest
784.	Councillor K. Bowman	Personal

### 781. MINUTES – 12<sup>TH</sup> DECEMBER 2011

Moved by Councillor E. Watts, seconded by Councillor A. F. Tomlinson  
**RESOLVED** that the minutes of a meeting of the Executive held on 12<sup>th</sup>  
December be approved as a true record.

### 782. ORCHESTRAL DEVELOPMENT 3 YEAR STRATEGIC PLAN 2012-2015

The Arts Development Officer introduced Stuart Bruce, Partnership Manager for Orchestras Live who provided a presentation to Members on the delivery of the 3 year strategic plan for Orchestral Development. The new strategic plan would continue the work from Bolsover's Public Art Strategy, through a series of participation projects and performances which had been funded through Section 106 Planning Agreements.

Mr Bruce advised Members that the aim of the strategic plan was to enable the widest range of people to have experience of high quality live orchestral music and to bring these opportunities into rural communities. The 2008 to 2011 programme had featured 5 projects involving 1,500 people as participants or audience members. These had included a performance marking the opening of the new Heritage High School at Clowne involving local school children, members of the community, older persons in sheltered housing and the Hallé Orchestra, vocal projects with young people at schools in South Normanton and Creswell and coaching provided to teachers by specialist conductor David Lawrence. It was added that Bolsover District Council was currently the only rural authority to have a strategic focus on orchestral development and was seen nationally as a leading authority in this work. It was added this had been a highly successful partnership with Orchestras Live contributing £38,000 of support alongside the Bolsover District Council Public Arts funding.

A number of proposed projects for delivery as part of the 2012 to 2015 strategic plan were provided for Members' information. These included a an orchestral commission of music for Cello, Orchestra and African dance performed by sinfonia ViVA at South Normanton, Clowne Intergenerational Project II with the Hallé Orchestra and concerts in the Bolsover Festival and at venues across the District.

## EXECUTIVE

The Chair extended thanks to Mr Bruce and congratulated Orchestras Live and the Arts Development Officer for the excellent programme of events provided. It was added that these had been very well attended and an enormous achievement for all those involved in both the performances and the production and staging. Members who had attended performances added that the project deserved the highest of praise and was one of the most successful projects undertaken so far.

Concerns were raised by some Members that the majority of events had taken place in the northern part of the District and it was considered that such opportunities should be more widely available to schools and communities around other parts of the District. Members were advised that as Section 106 Planning Agreements, which funded a significant part of the work, were required to be spent within the parish in which development had taken place, this would require a change of policy and/or wider discussion with local Members. This was acknowledged as an issue which warranted further debate in the appropriate forum.

Questions were raised in respect of how the proposed programme for 2012 to 2015 would be advertised, particularly in relation to those events being staged for the Olympic Torch visit and Bolsover Festival, to which the Arts Development Officer and Head of Leisure responded.

Thanks were extended to Mr Bruce, Orchestras Live and the Arts Development Officer.

Following discussion, Members accepted the report's recommendations in principle, with Members' comments on the distribution of Section 106 monies being noted.

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

**RESOLVED** that (1) the Orchestral Development Strategic Plan 2012-2015 be approved;

(2) the Public Art Contributions be used to support the Orchestral Development Strategy where required and appropriate.

**REASON FOR DECISION:** To approve the Orchestral Development Strategic Plan 2012-2015.

(Head of Leisure)

## EXECUTIVE

Councillors Dooley, Gilmour and Smith joined the meeting. Mr. S. Bruce, the Head of Leisure and the Arts Development Officer left the meeting.

The Head of Housing joined the meeting during the following item.

### **783. REPORT ON THE REVIEW OF LEGAL SERVICES – IMPROVEMENT SCRUTINY COMMITTEE**

Councillor Gilmour presented the report for Executive to consider the Improvement Scrutiny Committee's recommendations following its review of Legal Services. Members' attention was drawn to the summary report on the benchmarking exercise undertaken and the committee's conclusions and recommendations.

Concerns were raised in respect of Recommendation 3 of the report regarding promotion of the Council's legal services to Parish Councils. It was considered Parish Councils rarely utilised the Council's legal services as support from other organisations such as DALC was available to them.

Questions were raised in respect of Recommendation 2 of the report indicating that a reduction in fees charged by the County Council for searches was being sought by Land Charges to which Councillor Gilmour responded.

Particular concerns were raised with regard to the Improvement Scrutiny Committee's conclusion that there would be no benefit to the Authority in considering the option of outsourcing Legal Services. It was added that by failing to recognise this as a possibility the review had not been fully undertaken.

Councillors Gilmour and Smith responded to Members' comments.

Discussion took place on the legal requirements for an appointment to the role of Monitoring Officer in reference to Recommendation 1 of the report.

The Legal and Standards Officer provided information on the training undertaken and expertise within the current Legal Services Team and provided details of services that were occasionally required to be bought in.

The Chief Executive Officer added that a major exercise had been carried out in respect of outsourcing corporate services some time ago and this had been rejected by Members. This could be considered as a business case by the Strategic Alliance Management Team but should only be put forward if it was now considered beneficial to revisit the issue.

## EXECUTIVE

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

**RESOLVED** that (1) the recommendations of the Improvement Scrutiny Committee set out in the report on the Review of Legal Services be noted;

(2) the Executive's responses to the Improvement Scrutiny Report be noted in order that an action plan may be drawn up.

**REASON FOR DECISION:            Consideration of reports from Scrutiny Committee.**

(Councillor H. Gilmour)

Councillors Dooley, Gilmour and Smith left the meeting

### **784. HOUSING DEPARTMENT – QUARTERLY PROGRESS REPORT**

Councillor Bowman reaffirmed a personal interest in the 'Supporting People' aspect of the Housing Department Quarterly Progress report.

Councillor Bowman, the Portfolio Holder for Housing Management introduced the report to update Members on the Housing Department's quarterly progress.

The Head of Housing provided updates on the progress on Mobile Working, Choice Based Lettings and Supporting People. An explanation was provided in respect of the 'Right First Time' system used at Bolsover in relation to repairs.

Members raised questions in respect of asbestos surveys and information provided to tenants to which the Head of Housing responded.

The Portfolio Holder for Housing Management advised that bids in respect of the reform to the Housing Revenue Account were required to be submitted by 26<sup>th</sup> March, with a report being provided to Council in February. The Director of Corporate Resources advised that the Authority was required to identify any loans that needed to be taken out by 26<sup>th</sup> March with formal approval being sought from Council to enter into borrowing agreements.

Moved by Councillor K. Bowman, seconded by Councillor E. Watts

**RESOLVED** that the contents of the report be noted.

**REASON FOR DECISION:            To update Members on the Housing Department Performance.**

## EXECUTIVE

### 785. FEES AND CHARGES 2012/13

The Director of Corporate Resources presented the report which set out the proposed increases in General Fund Fees and Charges for 2012/13. These would form the basis of the 2012/13 budget.

Questions were raised in respect of Land Charges to which the Director of Corporate Resources responded.

Moved by Councillor E. Watts, seconded by Councillor A. F. Tomlinson  
**RECOMMENDED** that (1) the proposed fees and charges for 2012/13 be agreed and recommended to Council;

**RESOLVED** that (1) the information relating to income be noted;

(2) the continuation of the policy that no charges be levied for domestic drain-rodding services or car parking be approved.

**REASON FOR DECISION:** To agree the proposed General Fund Fees and Charges for 2012/13 for recommendation to Council.

(Director of Corporate Resources)

### 786. ARREARS IRRECOVERABLE ITEMS OVER £1,000 (OPEN)

The Director of Corporate Resources presented the report to seek Members' approval to write off irrecoverable arrears.

Moved by Councillor E. Watts, seconded by Councillor A. F. Tomlinson  
**RESOLVED** that approval be given to write off irrecoverable items including costs amounting to £43,656.90 with the proviso that should any of the debts become collectable the amounts be re-debited.

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

(Director of Corporate Resources)

## EXECUTIVE

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

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

**RESOLVED** that under Section 100(A)(4) of the Local Government Act 1972 (as amended), the public be excluded from the meeting for the following items of business on the grounds that it involves 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.

### 788. ARREARS IRRECOVERABLE ITEMS OVER £1,000 (EXEMPT) EXEMPT – PARAGRAPH 2

The Director of Corporate Resources presented the report to seek Members' approval to write off irrecoverable items.

Members raised questions with regard to utilities charges to which the Director of Corporate Resources responded.

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

**RESOLVED** that approval be given to write off irrecoverable items including costs amounting to £18,961.39 with the proviso that should any of the debts become collectable the amounts be re-debited.

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

(Director of Corporate Resources)

### 789. FORMER TENANT ARREARS – WRITE OFFS EXEMPT – PARAGRAPH 2

The Head of Housing tabled a report which sought Executive approval to write off historical former tenant arrears in Bolsover. Further reports would be brought forward for other areas. It was added that a new, more robust policy for debt recovery had now been adopted in addition to employing the services of specialist recovery and tracing services.

In response to questions, the Head of Housing confirmed that prospective tenants were subject to background checks for outstanding rent arrears before being offered Council accommodation.

## EXECUTIVE

The Head of Housing was requested to provide further detail for subsequent reports including the number of successful collections and the outcome of each trace, to provide a fuller picture of the progress.

Moved by Councillor K. Bowman, seconded by Councillor E. Watts

**RESOLVED** that approval be given to write off irrecoverable items including costs amounting to £98,555.56 with the proviso that should any of the debts become collectable the amounts be re-debited.

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

(Director of Corporate Resources/Head of Housing)

The Head of Housing left the meeting.

### **790. PROVISIONAL GENERAL FUND BUDGETS – 2011/12 ESTIMATED OUTTURN 2012/13 ORIGINAL BUDGET AND FINANCIAL PLANS 2013/14 AND 2014/15. EXEMPT – PARAGRAPH 3**

The Director of Corporate Resources presented the report to request that the Executive consider the provisional budget for 2011/12 estimated outturn and 2012/13 Original Budget. Members were advised that good progress had been made towards achieving the savings targets for the current year. A summary of the areas identified for future savings were provided in the report for Members' consideration.

Members' attention was drawn to section 11 of the report which set out proposals to restrict non-essential expenditure during the final quarter of the current financial year.

Discussion took place concerning the proposals for balancing next year's budget and on the arrangements for setting next years' Council Tax.

Members would consider the proposals in detail at the next Cabinet meeting.

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

**RESOLVED** that (1) the provisional budget report be considered in order to inform the final budget report to be considered by Executive on 6<sup>th</sup> February 2012, at which stage Executive will be required to make recommendations to Council;



## **EXECUTIVE**

(2) the additional mechanisms for managing expenditure as set out within section 11 of the report be endorsed.

**REASON FOR DECISION:**      **To consider the provisional budget report .**

(Director of Corporate Resources)

The meeting concluded at 1242 hours.

Committee:	Executive	Agenda Item No.:	7.
Date:	6 <sup>th</sup> February 2012	Status	Open
Category	3. Part of the Budget and Policy Framework		
Subject:	Medium Term Financial Plan		
Report by:	Director of Corporate Resources		
Other Officers Involved	Chief Accountant		
Director	Director Of Corporate Resources		
Relevant Portfolio Holder	Councillor E. Watts, Leader of the Council		

## **RELEVANT CORPORATE AIMS**

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

### **TARGETS**

The development of Policy Led Budgeting will help to inform future spending plans and assist in the delivery of annual efficiency gain targets.

### **VALUE FOR MONEY**

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

## **Introduction**

1. This report presents the following budgets and financial plans for Members consideration & approval:
  - General Fund Revenue account which is attached as Appendix 1 to this report.
  - Housing Revenue Account (HRA) account which is attached as Appendix 2 to this report.
  - Capital Programme which is attached as Appendix 3 to this report.

2. While all of the above accounts are detailed separately in order to comply with relevant legislation and good practice guidance they are presented together within this report so as to enable Council to obtain an overview of both its financial position and of the range of services that it is planned to deliver to local residents.
3. Within the reports which follow in respect of each of the Council's main accounts there are a number of common features. In particular financial projections are provided with regard to the following:
  - 2011/12 Estimated Outturn Position – this is the current years budget revised to reflect changes which have taken place or are anticipated to take place during the course of the year. It will therefore provide a more accurate indication of the likely outturn position than the original budget.
  - 2012/13 Original Budget – this is the proposed budget for the next financial year commencing 1<sup>st</sup> April 2012 based on the recommendations it is proposed to make to Council concerning the level of Council Tax which is to be set at the meeting of Council on 1 March 2012.
  - 2013/14 and 2014/15 Financial Plan – In accordance with good practice the Council agrees its annual budgets within the context of a Medium Term Financial plan which includes financial projections in respect of the next 3 financial years. This provides the Council with a longer planning horizon over which to develop service plans and to ensure that its underlying level of expenditure remains in line with its underlying level of resources. Effective multi year planning is particularly important in the current climate where the Comprehensive Spending Review of Autumn 2010 introduced a 4 year planning period characterised by significant year on year expenditure reductions. There is also a significant amount of legislative reform proposed which will impact upon both the services delivered to local people and upon the Council's financial position. The detailed budgets for both years and future year projections are shown in the Appendices to this report.

#### **Robustness of the Estimates.**

4. Under the provisions of the Local Government Act 2003 the Council's Section 151 Officer is required to comment on the robustness of the estimates made and also on the adequacy of the proposed financial reserves. The Council's S151 Officer (the Director of Corporate Resources) is satisfied that the methodology adopted to calculate the estimates are robust, and provides Members with reliable information on which to base their decisions. Likewise, the S151 Officer is satisfied that the proposed level of reserves while at minimum levels are adequate to cover the issues and potential risks which face the Council. The adequacy of the current level of reserves is considered in Appendix 1 in relation to the General Fund, in Appendix 2 in relation to the HRA, and in Appendix 3 in relation to the Capital Programme.

5. In arriving at his assessment that the methodology adopted is robust the Chief Financial Officer is satisfied that the policies upon which the estimates are based is reasonable, and that these policies have been applied consistently across the Council's activities. The approach that has been adopted has taken account of the following:
- The Council's actual expenditure and income both in the previous financial year (2010/11) and to date in the current financial year as at the end of September 2011. The views of cost centre managers concerning the level of expenditure which will be incurred during the remainder of the 2011/12 financial year has also been taken into account. Where necessary these figures have been validated by considering the incidence of income and expenditure up to the end of December 2011. This process has enabled a robust Revised Estimate to be prepared in respect of the current financial year (2011/12), which has formed the basis for the 2012/13 Budget and the financial forecasts in respect of 2013/14 and 2014/15.
  - With regard to estimates for 2011/12 onwards these have been developed with and agreed by the responsible cost centre managers who will have the primary responsibility for managing them during the course of the financial year. This process has helped to ensure that service developments and changes in the level of demand for services, etc. have been taken in account. While the Chief Financial Officer is satisfied that the budgets which have been agreed are robust it does need to be recognised that non-employee related expenditure heads have been minimised, and will need to be carefully managed during the course of the financial year if the Council is to operate within its approved budgets.
  - The Accountancy Section have co-ordinated the preparation of the budget, and have ensured that all estimates are reasonable and have been developed in a consistent fashion. While the budgets that have been agreed are challenging and will need to be reviewed in the light of changing circumstances and priorities over the three year period of the Medium Term Financial Plan the Chief Financial Officer is satisfied that they constitute a firm foundation on which to base the Council's financial management.

## **5 Financial Implications**

These may be summarised as follows:

- With respect to the General Fund the Council is currently anticipating that a balanced budget with no call on general fund balances will be achieved in respect on both 2011/12 and 2012/13. With respect to 2011/12 this will be dependent upon the use of the full amount of Transition Grant provided to the Council in respect of 2011/12, together with the agreement to capitalise a range of Invest to Save schemes. The key position to note is that a savings target of some £0.974m remains to be achieved in respect of the General Fund for 2012/13. While officers are in the process of implementing an

- agreed range of measures to secure these savings progress will need to be monitored during the course of the coming financial year.
- With regard to the Housing Revenue Account (HRA) the key issues are that the average rent increase required to comply with Government requirements is one of 9%. Secondly, 2012/13 also sees the introduction of a fundamental reform of the financial operation of all local authority Housing Revenue Accounts. While this reform will have no direct impact upon our tenants it will see the Council buy itself out of the responsibility to make an annual payment of negative housing subsidy to the Government of some £5m. Instead of an annual payment to central government the Council will be required to take on additional debt of some £94.386m which will need to be funded from loan. Officers are satisfied that the proposed reform will be sustainable both financially and with respect to the provision of a high quality housing service to our tenants.
  - Finally in respect of the capital programme the majority of expenditure will continue to be in respect of the HRA Programme which is funded by capital resources ring fenced to the Council's HRA. With regard to the General Fund the key issue will be the Council's ability to generate sufficient capital receipts to fund its Capital Programme.

Finally, in respect of all three accounts (General Fund, HRA and Capital Programme) it should be noted that this Council along with all other local authorities is operating within the context of the financial constraints established by the Government's Comprehensive Spending Review of Autumn 2010. This will require the achievement of significant financial savings in all the years of the current Medium Term Financial Plan if the Council is to continue to operate within the level of financial resources available to it.

## 6. **Legal Implications.**

- The Council is legally obliged to approve a budget prior to the commencement of the new financial year in April 2012. This report together with the associated budget timetable has been prepared in order to comply with our legal obligations.

## 7. **Other Considerations (eg Human Resources, Environmental, Crime and Disorder, Design and Community Safety)**

- These are covered in the Service Plans which are based upon the resources allocated by the Budgets recommended for approval within the Medium Term Financial Plan.

## 8. **Equalities Issues**

- These are covered in the Service Plans which are based upon the resources allocated by the Budgets recommended for approval within the Medium Term Financial Plan.

## 9. Risk Management and Policy and Performance Issues

- A Financial Risk Register has been developed in respect of each of the main accounts which is provided at **Appendix 1 Table 2** , **Appendix 2 Table 3**, and **Appendix 3 Table 2**.
- Policy and Performance Issues are covered in the Service Plans which are based upon the resources allocated by the Budgets recommended for approval within this Medium Term Financial Plan.

### Recommendation(s)

10. The following recommendations are made:

- a) That the view of the Chief Financial Officer that the estimates included in the Medium Term Financial Plan 2012/13 to 2014/15 are robust and that the level of financial reserves whilst at minimum levels are adequate be accepted.
- b) That officers be required to report back to Executive and to the Audit Committee on at least a quarterly basis regarding the overall position in respect of the Council's budgets, these reports to include updates on progress in achieving the range of identified efficiencies necessary to achieve a balanced budget by the end of the 2012/13 financial year.

In addition to the above the following recommendations are made in respect of each of the main accounts of the Council.

### 11. **GENERAL FUND**

- a) That no Council Tax increase is levied for the financial year 2012/13 based on the proposed Government grant compensation arrangements and this recommendation is submitted for approval by the Council at its meeting on 1<sup>st</sup> March 2012.
- b) That Executive recommends to Council (at its meeting on 15 February 2012) the Medium Term Financial Plan in respect of the General Fund as set out in **Appendix 1 Table 1** of this report and agrees the Revised Budget 2011/12 with a budget requirement of £10, 891,159 together with the original budget for 2012/13 with a budget requirement of £11,136,390 as detailed in **Appendix 1 Table1**.
- c) That Officers continue to work towards delivering a balanced budget in respect of 2011/12, and continue to progress the implementation of measures designed to secure a balanced budget in respect of 2012/13.

- d) That in order to protect the level of General Fund balances it is recommended that an amount of capital expenditure of up to £1m currently planned to be funded from transition grant is charged against the Council's capital programme, with this expenditure to be supported if necessary by prudential borrowing pending the achievement of sufficient capital receipts to fund this work. That this recommendation be taken forward as part of the Council's Treasury Management Strategy which will be considered by Council on 1<sup>st</sup> March 2012.
- e) That Executive agrees to restore the level of General Fund balances as at April 2012 to one of £1.2m by utilising the Transition Grant to be received by the Council in respect of 2012/13.
- f) That officers be required to report back to Executive and Audit Committee on at least a quarterly basis regarding the overall position in respect of the budget, these reports to include updates on progress in implementing the efficiencies necessary to achieve a balanced budget by the end of 2011/12.

## 12. HOUSING REVENUE ACCOUNT

- a) That Executive introduces the Government recommended rent increases with effect from 4 April 2012. The recommended increase will bring about an average increase in rents of some 9%. However, the actual percentages will vary depending on the type of property.
- b) That the increases in respect of other charges as outlined in Appendix 2 Table 3 be implemented with effect from 2 April 2012.
- c) That the Housing Revenue Account as set out in **Appendix 2 Table 1** be approved as the Revised Budget in respect of 2010/11 and as the Original Budget in respect of 2011/12.

## 13. CAPITAL PROGRAMME

- (a) The Capital Programme for 2010/11 to 2013/14 as set out in **Appendix 3 Table 1** be approved.

ATTACHMENTS: Y  
FILE REFERENCE: None  
SOURCE DOCUMENT: Background papers held in Financial Service

Committee:	Executive	Agenda Item No.:	7. Appendix 1
Date:	6 <sup>th</sup> February 2012	Status	Open
Category	3. Part of the Budget and Policy Framework		
Subject:	Medium Term Financial Plan – General Fund		
Report by:	Director of Corporate Resources		
Other Officers Involved	Chief Accountant		
Director	Director Of Corporate Resources		
Relevant Portfolio Holder	Councillor E. Watts, Leader of the Council		

## **RELEVANT CORPORATE AIMS**

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

### **TARGETS**

The development of Policy Led Budgeting will help to inform future spending plans and assist in the delivery of annual efficiency gain targets.

### **VALUE FOR MONEY**

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

## **Introduction**

4. This report considers the elements of the Medium Term Financial Plan relating to the Council's General Fund revenue budgets. As such it covers all of the Council's revenue expenditure other than those elements which relate to the provision of Council Housing which are accounted for within the Housing Revenue Account (HRA). While this report is predominantly concerned with financial issues it needs to be recognised that the Council's financial plans are part of a wider service planning framework which incorporates both service plans together with the range of related Council strategies and policies.



5. The General Fund Budget report will form part of the Council's Medium Term Financial Plan.
6. The main areas covered by this report are as follows:

Item	Page
2011/12 Estimated Outturn	2
2012/13 Original Budget	6
• Level of Government Grant	7
• Expenditure, income Levels and efficiencies	8
Medium Term Financial Plan 2012/13 to 2014/15	10
Options for Council Tax Levels	12
Financial Reserves	13
Consultation	13
Risk Register	14
Recommendations	15
Summary Medium Term Financial Plan	Table 1
General Fund Risk Register	Table 2

7. The provisional budgets for both 2011/12 (Estimated Outturn) and 2012/13 (Original Budget) are shown in Table 1 to this report. The Table also details the projected position – on the basis of current patterns of income and expenditure – for both 2013/14 and 2014/15. The provisional Budget as set out in this report has been considered by Executive at its meeting on 9<sup>th</sup> January 2012 and by a special working group of the Scrutiny Committees on 13<sup>th</sup> January 2012. The provisional budget has also been reviewed by the Scrutiny Committees during late January and early February before being considered by Executive at its meeting on 6<sup>th</sup> February 2012. Executive will then recommend a budget for consideration by Council on 15<sup>th</sup> February 2012.

### **2011/12 Estimated Outturn**

8. In February of 2011 Members agreed a budget in respect of the current financial year 2011/12. That original budget is set out in detail in Table 1 to this report, where it can be compared against the Estimated Outturn Budget for 2011/12 which it will be recommended that Members approve as part of the current budget setting process. A number of pressures and variances from the original budget have been reported on during the course of the current financial year and the current position is set out within Table 1. The net outcome of the variations that have currently been identified is that an additional utilisation of Transitional Grant of some £0.498m will be required at the end of the current financial year in order to avoid a further call on General Fund balances.

9. With regard to this additional call on balances it should be noted that in overall terms service budgets have been effectively managed during the course of the year, with projected outturn expenditure being in line with approved budgets at cost of service level. The Council has agreed during the course of the year a number of investments of Transitional Grant to finance Invest to Save work and continuation projects. While the Council has achieved those savings which were categorised as 'green' the delivery of the amber and red savings have not been fully realised in the current financial year, although a number of the specific proposals are now in the final stages of implementation and will generate ongoing savings from next financial year. In particular it should be noted that many of the savings included in the original budget as Savings Strategy items – such as the Alternative Bin Collection - have secured savings during the course of both 2011/12 and future years, with those financial savings being captured as part of service expenditure.
10. The key feature that has driven the Council's financial position during 2011/12 has been the reduction in the level of central government grant as a result of the Government's Comprehensive Spending Review of Autumn 2010. Bolsover was one of the 10 English local authorities which suffered the maximum reduction in spending power of 8.8%, and this level of grant loss was one of the key factors which lay behind Central Government's decision to provide Transition Grant of some £2.311m in respect of 2011/12 and £1.930m in respect of 2012/13. In respect of 2011/12 the Council's grant loss was in excess of £3m. Against this background Bolsover District Council clearly needed to take significant steps in order to bring its underlying level of expenditure back into line with its underlying level of resources. The budget agreed with respect to 2011/12 set the Council a savings target of £1.979m.
11. Progress against that savings target has been good and by the end of the current financial year the Council will have measures in place which will reduce its underlying budget in line with that target. It has not, however, been possible to achieve the entire savings target in the current financial year and on the basis of current estimates the savings achieved in the current financial year amount to in excess of £1m. While the remainder of the savings are in the course of being delivered the measures to achieve those unrealised savings were introduced part way through the financial year and there have been some associated restructuring costs arising from implementation. As a result of these factors it will not be possible to achieve the full savings target in this financial year.
12. As a result of the fact that the financial benefits of the agreed organisational change will not all be achieved within the current financial year it will be necessary to charge an additional £0.498m against transitional grant or other balances at the year end. In addition to this £0.498m call on grant Members should note that the Council is currently in the process of consultation regarding a number of restructuring proposals arising largely from the ongoing programme of Strategic Alliance reviews. To the extent to which these proposals are agreed it will be necessary to charge the associated restructuring costs against the

2011/12 accounts. Given that these restructuring measures will secure on going financial savings it is appropriate that they be charged against transition grant. On the basis of the Estimated Outturn position the Council will have some £0.165m of transitional grant available at the end of the financial year which it is anticipated will be sufficient to fund the restructuring costs that may be incurred in this financial year.

13. As part of the measures to identify savings in respect of 2012/13 and future years officers have been considering the issue of the backfunding of pensions costs. Currently the Council pays Derbyshire Pensions Fund such backfunding costs over a period of 5 financial years. There would, however, be a significant financial advantage in repaying this amount prior to 31<sup>st</sup> March 2012, amounting to a cash saving of some £53,000 against a sum of £415,000 which it is currently planned to repay over the next 4 years. While this would be offset by a loss of cash flow interest to Bolsover District Council that amount would not exceed £15,000 at current interest rates, giving a significant financial saving to this authority. Given the significant saving that is achieved together with the reduction of the administrative burden it should be noted that officers are recommending that these pension backfunding costs are paid from transition grant or balances in the current financial year. Officers would also propose that in future all pension costs relating to those staff who leave the authority before their normal retirement age should be paid in full in the initial year.
14. Given the requirement to protect the level of General Fund Balances while funding the range of transitional costs – including the restructuring of senior management planned to take place before the year end – and Invest To Save measures the level of costs currently planned to be charged against Transition Grant is in excess of the level of Transition Grant available to the Council in the current financial year (2011/12). In part this pressure will be relieved by the fact that not all of the expenditure planned to be charged against the transition grant will be incurred in this financial year. The other main option open to the Council is the capitalisation of some of the expenditure currently planned to be charged against Transition Grant.
15. In order to free up sufficient transition grant to fund the restructuring costs, a range of Invest to Save measures and to protect the General Fund balances from the budget shortfall in 2011/12 it will be necessary for Members to give consideration to the capitalisation of that expenditure which meets the definition of capital that is currently planned to be charged directly against the Transition Grant. Agreement to capitalise this expenditure would require that the expenditure – which meets the definition of capital expenditure – should be charged against the Capital Programme and the Council's capital resources. It is clear that significant elements of the expenditure currently planned to be charged against the transition grant will meet the definition of capital expenditure. In particular expenditure undertaken on the Sherwood Lodge site in order to make it more attractive to a potential purchaser for use as a retail outlet is clearly an appropriate charge against the Council's capital resources. This expenditure is necessary to uplift the value of the site for retail purposes. In addition there is

expenditure of £0.085m in respect of vehicle Tracker devices. In total it is likely that the level of capital expenditure will amount to a figure approaching £1m. The exact figure is not known at this stage as a significant element of the Expenditure remains to be incurred, and further consideration will need to be given as to whether a limited number of items of expenditure meet the capitalisation criteria.

16. Members should, however, note that while this represents an appropriate treatment of these costs that on the basis of the capital receipts received to date there is insufficient funding within the capital programme to finance this expenditure at the year end. At this point in time officers are in the final stages of achieving a significant capital receipt which will be received in the latter part of the current financial year, or the early stages of next financial year. In a situation in which that capital receipt is not achieved by the end of the current financial year end then if Members accept the Officer recommendations that this expenditure should be capitalised then it will be necessary to fund these costs from prudential or unsupported borrowing pending the achievement of an appropriate level of capital receipts. While the Council would be entering into a significant level of unsupported borrowing interest rates are currently low, and the level of receipts that the Council is planning to achieve over the next two years significantly exceeds the planned level of capitalisation. If Members accept the recommendation to fund this expenditure of up to £1m by charging it against the capital programme and potentially funded in the short term by unsupported borrowing then that recommendation will need to be considered by Council as part of its consideration of the Treasury Management Strategy 2012/13.
17. On the basis that Council accepts the proposals in respect of funding expenditure currently charged against the Transition Grant then this will enable the level of General Fund balances to be maintained at the current figure of some £1.064m. This is just below the agreed minimum level of £1.2m. The balance was reduced to some £1.064m as a result of adverse movements at the end of the previous financial year (2010/11), and it is important that action is taken to restore the balances at the earliest opportunity. Accordingly, it is recommended that the General Fund balance be restored to a figure of £1.2m as at 1st April 2012 by a contribution from the Transition Grant allocated to the Council in respect of 2012/13. In addition Members need to give consideration to a further charge of £0.3m against the Transition Grant in order to support the Council's financial resilience to tackle issues arising from the CSR in respect of both 2012/13 and 2013/14 onwards. The remaining balance of Transition Funding would then be available during 2012/13 to fund the changes necessary to address the issue of balancing the Council's budget in respect of 2013/14 where a further shortfall arising from grant loss will arise.
18. Given the pressures that are evident in respect of the current financial year and over the period of the Medium Term Financial Plan Members have indicated strong support for a policy of restraining all non essential expenditure during the final quarter of the current financial year. According Executive agreed at its meeting of 9<sup>th</sup> January 2012 a policy of reducing a number of budgets, together with a procedure under which any expenditure in excess of £250 will require the

authorisation of both the responsible Director, and that of one of the Council's three statutory officers (or their nominee). While officers were already exercising tight control on expenditure – especially on employee costs which are the most significant single item - it was felt that the agreed process will add a further downward pressure on non employee expenditure. This will help protect future employment levels, should help secure improved value for money and will assist in achieving future budget savings. Budgets have already been amended to reflect the agreed level of savings and the revised expenditure controls should ensure that expenditure against revised budgets is minimised. In respect of the revised budget Officers are of the view that continued application of the vacancy and other employee savings will secure further savings of some £0.070m above those already achieved and allocated in the budget, and that the ongoing controls on non employee expenditure will secure further savings of some £0.030m.

19. While officers will continue to manage expenditure closely for the remainder of the financial year, it needs to be recognised that the Council is in the process of delivering a number of major initiatives designed to reduce our underlying level of expenditure. These include reviews of the Heads of Service tier of management, Street Scene Services and Environmental Health as part of the Programme of Joint Working with North East Derbyshire District Council. While many of these reviews remain subject to consultation, to the extent to which they are agreed before the end of the financial year it will be necessary to make provision within the accounts for the initial costs of structural change. At this stage pending the outcome of consultation it is not possible to make a realistic estimate of the level of restructuring costs which will be incurred as a result of the current proposals. It is, however, clear that there are likely to be some significant restructuring costs which it is anticipated will be funded from the remaining balance of Transition Grant at the year end.
20. While the impact of the proposed restructuring will effectively fully utilise the Council's 2011/12 transition grant it needs to be recognised that these costs need to be incurred in order to move the Council into a position of longer term financial sustainability. In essence the proposed restructuring exercises will in financial terms be undertaken on an Invest to Save basis. In particular it should be noted that early decision regarding restructuring will be an important factor in securing a balanced budget in respect of 2012/13.

### **Original Budget 2012/13**

21. One of the key purposes of this report is for the Council to agree its detailed income and spending proposals in respect of the next financial year which commences on the 1<sup>st</sup> April 2012. The provisional budget which is recommended for consideration by Members is detailed in Table 1 of this report.
22. In developing the proposed budget the main elements which have been taken into account are as follows:

- Grants from Government
- Expenditure, income levels and efficiencies
- Options for the level of Council Tax in respect of 2012/13
- Use of Reserves in the short term to fund any shortfall in income over expenditure, provided that the level of reserves remains adequate in the light of the risks facing the organisation.

Each of the above themes is now considered in greater detail in the sections below:

### **Level of Government Grant**

23. In the December of 2010 the Government provided details of the level of Grant that would be available to local authorities for the two year period which covered the 2011/12 and the 2012/13 financial years. The formula grant which is available is set out in the table below, together with the Council's assumptions regarding the level of grant which will be available in respect of 2013/14 and 2014/15. While the issue of the level of formula grant in respect of the final two years of the proposed Medium Term Financial Plan will be covered in more detail in a later section of the report it should be noted that as of yet no details regarding the level of grant available at individual local authority level for these later years has been provided by the Government:

#### **Bolsover District Council – Government Formula Grant**

<b>2011/12</b>	<b>2012/13</b>	<b>2013/14</b>	<b>2014/15</b>
<b>(£'m) - Actual</b>	<b>(£'m) – Actual</b>	<b>(£'m) – Estimate</b>	<b>(£'m) – Estimate</b>
6.259	5.532	5.255	4.992

24. On the basis of the above table Bolsover District Council is clearly facing significant ongoing reductions in the level of government grant that will be available to support the provision of services. It should also be noted that the most significant of the grant losses actually occurred between 2010/11 and 2011/12 and that the Transition Grant which was provided to partially cover that grant loss ends in 2012/13. In addition to the significant reduction in the level of grant the position locally is made more difficult by the fact that the District is heavily dependent upon government grant to provide core funding, and has relatively limited opportunities to raise local income from sources such as car parking or other charges.
25. At this stage the assumed level of grant reduction is one of 5% in respect of both years. While this is an appropriate position to adopt on the basis of current information it should be noted that there is an emerging view that the loss of grant may be in excess of that 5% assumption. If the grant loss over the two financial years were a further 5% then it would require further savings of some £0.250m. Officers will continue to monitor the position and will bring back further reports as and when further information becomes available. In the light of current information it is, however, considered to be appropriate to include this item within

the Financial Risk Register with a gross risk of £0.5m and a probability of 40%. This increases the notional value of the identified financial risks facing the Council to one of some £1.3m. While this level of identified risk is broadly in line with the target level of General Fund Reserves it is appropriate that the Council does give some consideration to raising its target level of reserves to a figure in the region of £1.5m.

### **Expenditure, income levels and efficiencies**

26. Given the ongoing reductions in the level of Government Grant Support and the limited opportunities to raise income locally the key opportunity for the Council to balance its budget arise in respect of managing expenditure levels and securing efficiencies.
27. Before moving on to consider expenditure levels and efficiencies it should be noted that Council at its meeting of 9th January 2012 considered the level of fees and charges for 2012/13 and agreed the position that has been incorporated into the recommended budget. In broad terms the income from fees and charges will remain stable between 2011/12 and 2012/13, with a key factor for the authority being that it has a very limited opportunity to raise additional income from these charges.
28. With regard to the progress that has been made to date in securing reductions in expenditure this is covered in some detail in the sections (above) which deal with the revised outturn position in respect of the current financial year. The budget which is recommended for Members consideration as set out in Table 1 is a balanced one, which requires the use of Transition Grant but no call on General Fund balances. In order to secure the objective of a balanced budget in respect of 2012/13 the Council is already benefitting from the significant level of efficiencies which have been secured during 2011/12.
29. While significant progress has been made in balancing the Council's underlying budget Members should note that a number of key projects are currently in progress which have the objective of securing further savings amounting to some £0.974m. While this is a significant savings target officers are of the view that the measures which are being proposed to secure these savings can be in place by April 2012 and thus will secure full year financial savings. The savings that are proposed in order to secure a balanced budget are as follows:
  - Vacancy Factor £250,000. All vacancies – including maternity leave, requests for additional annual leave, etc - will continue to be subject to review by Senior Alliance Management Team and will be controlled in order to secure financial savings. Where appropriate reports will be brought forward for Members to consider the disestablishment of posts which it is not considered to be appropriate to fill. While the target of £0.250m is a challenging one it is in line with the savings that have been achieved during the current financial year.

- The Environmental Health Review which has been undertaken in conjunction with North East Derbyshire has identified that Bolsover can achieve savings of some £0.1m in 2012/13, with a potential to increase the level of savings to one of £0.180m with respect from 2013/14 onwards. While the indicative savings figure of £0.180m has been built into future years projections the service will be subject to ongoing monitoring during the course of 2012/13 in order to ensure that appropriate service standards are maintained. The outcome of this review has been formally agreed and the process of implementation has begun. It is currently anticipated that the the new arrangements will be in place by 1<sup>st</sup> April 2012.
- A review of review of the Garage Fleet has been concluded and again is in the process of implementation. Savings of some £0.050m are anticipated subject to Member approval of the proposals.
- The proposals for Joint Working around the third tier management structures of the two authorities in the Strategic Alliance are currently out for consultation. While on the basis of the current timetable formal approval will not be achieved until March 2012 savings of some £0.120m p.a. are anticipated to arise from these proposals.
- Finally, in terms of Service Reviews a further programme was agreed at the meeting of the Strategic Alliance Joint Committee on the 19<sup>th</sup> January. The two reviews concerned were Corporate Services and Street Scene. These two reviews have been tasked with delivering savings of some £0.150m for each of the authorities within the Strategic Alliance. In agreeing these reviews one of the key considerations for Members has been the importance of securing an agreed level of savings ideally by 1<sup>st</sup> April 2012, but if that is not achievable then such savings need to be secured as early as possible in the new financial year. The reviews chosen have been specifically designed to achieve that objective.
- On the basis of the current position nationally it would seem unlikely that an offer in respect of a pay award for local authority staff will be made in respect of the 2012/13 financial year. Currently there is provision within the 2012/13 budget for a pay award of 1% which has a cost of some £0.1m. Accordingly it is proposed to remove the provision for a pay award from within the budget.
- In section 15 (above) the procedures that are being put in place for controlling expenditure during the remainder of 2012/13 were outlined. Having considered the budgets that have been agreed with cost centre managers the Council's Senior Alliance Management Team are of the view that there is scope to reduce non staffing budgets by an amount of £0.2m. While this will place cost centre managers in the position of having to manage budgets which are considerably more restrictive, officers are of the view that these budgets are achievable. This step will also offset the pressures to further reduce employee costs. Officers have begun the process of agreeing amended budgets prior to the final consideration of next year's budget on 15<sup>th</sup> February 2012.
- Finally, as the sections below outline the Council faces having to find further efficiency savings in future years. Accordingly it may be



appropriate to look to secure further cost reductions as an outcome of the early implementation of savings targeted for future financial years. With regard to achieving future years savings it should be noted that the Council is already in the process of delivering a number of major initiatives such as the move from the Sherwood Lodge site which will realise some major financial efficiencies, whilst helping to secure the ongoing economic regeneration of the District. These savings are unlikely to be available to assist the 2012/13 position, but should be available to assist the Council's financial position in future years.

30. The savings that are proposed in order to address the 2012/13 are summarised in the table below:

#### **Summary of Identified Savings**

<b>Proposal</b>	<b>2012/13</b>	<b>2013/14</b>
	<b>£000's</b>	<b>£000's</b>
Vacancy Saving (inc disestablishment of posts)	250	250
Environmental Health Review	100	180
Head of Service Review	120	120
Garage and Fleet Review	50	50
Other Strategic Alliance Reviews	150	150
Remove allowance for Pay Award	100	100
Reduction in non employee budgets	204	200
Essential Car User Review		200
Savings to be Identified	0	628
Overall Savings Target	974	1,878

Given the importance of securing the above savings to the financial stability of the Council progress in securing these savings will be subject to monthly reports to Executive. It should also be noted that it is proposed that the Council should adopt a policy in respect of in year budgets whereby actual budgets are amended to take account of savings as soon as those savings are formally approved by Members. This will help to ensure that cost centre managers are fully aware of the budgets that they are working to, and that those savings which are identified are fully achieved during the initial year.

#### **Medium Term Financial Plan 2012/13 to 2014/15**

31. While the main focus of this report is on the Revised Outturn position in respect of the current financial year (2011/12) and upon securing approval for the original Budget in respect of 2012/13, it is important that decisions concerning these two financial years are taken in the context of the financial position of the Council over the period of its Medium Term Financial Plan which covers the 3 year period up to the end of March 2015.

32. The key feature of the Council's financial position over this period of time is the requirement to make ongoing revenue savings. The level of financial savings projected as being required – based on the additional savings required each year - are as follows:

**Summary of Required Level of Financial Savings**

<b>2011/12</b>	<b>2012/13</b>	<b>2013/14</b>	<b>2014/15</b>
<b>(£000's) – Actual</b>	<b>(£000's) – Actual</b>	<b>(£000's) – Est</b>	<b>(£000's) – Est</b>
1,979	974	628	847

While the level of savings required are based upon a number of assumptions - which are outlined below – it is clear that under any scenario that the Council faces a significant reduction in its spending power. This is consistent with the plans set out within the Government's Comprehensive Spending Review of Autumn 2010. Given the scale of the financial savings which are required over the period of the current Medium Term Financial Plan it is crucial that the Council acts to manage its financial position effectively, and in particular that it manages the financial position in such a way as to protect the level of services which are provided to local residents. Against this background of year on year reductions in spending power the Council is most likely to secure the best outcome for local residents and for its financial position by an ongoing process of securing savings at the earliest opportunity.

33. With the above in mind it has been agreed that the Council will establish a working group of Members and officers to undertake in effect a full Base Budget review of the Council's current service provision in order to identify both potential efficiency savings and those services which are of a relatively low priority and could be reduced with minimal impact on local residents. In reality a full Base Budget review is likely to take a minimum of 18 months to conduct and it is recommended that a rolling programme of reviews be developed for consideration by Executive, with the emphasis being on exploring the easier wins in the initial programme of work. While the Council could achieve a Base Budget review in a shorter period of time by employing consultants / external advisors it is considered that an in house review would be more cost effective and will secure better outcomes. This work in respect of an in house Base Budget review is likely to proceed parallel to the work that is being undertaken in respect of securing the savings which will arise from the rolling out of the Strategic Alliance with North East Derbyshire.
34. In developing the financial projections in respect of 2013/14 and 2014/15 which are included within Appendix 1 to this report officers have made a number of assumptions. The major assumptions which have been made are as follows:
- Pay increases of 1.5% in respect of 2013/14 and 2% in respect of 2014/15.
  - No allowance has been made in respect of General Inflation.
  - A Council Tax increase of 2% in respect of both 2013/14 and 2014/15.
  - Government Grant reductions of 5% in both years.

35. Perhaps the most significant assumption that has been made concerns the projected level of Government Grant in respect of future financial years. When the Government announced its financial settlement for local authorities arising out of the Comprehensive Spending Review in the December of 2010 it provided details of actual grant level at individual authority level in respect of the first two financial years of the CSR period. While the Government has outlined overall control totals at a national level details of the allocation of funding between the different tiers of local government has not been provided, there are a range of new initiatives such as the New Homes Bonus to be funded, and the grant system on which the current allocations to individual authorities are based has become increasingly complex and in need of reform. All of these factors mean that there is a significant level of uncertainty regarding the level of grant which will be available in the latter years of the current CSR. Section 20 (above) has already considered the issues around the uncertainty of future levels of Government Grant and concluded that an increase in the level of target General Fund balances to one of £1.5m should be considered.

### **Options for Council Tax Levels**

36. Members will recall that in the current financial year the Council decided on a nil tax increase which enabled the authority to take advantage of a Government scheme which entitled the Council to a grant from Central Government which was the equivalent of a 2.5% increase in Council Tax. In the case of the offer made from Central Government in the current financial year the additional grant – amounting to some 2.5% p.a. or £90k) was made available for a period which covered the life of the current Comprehensive Spending Review up to and including 2014/15.
37. Central Government has made a further offer to local authorities in respect of the 2012/13 financial year. The offer is, however, significantly less generous in that it proposes an additional grant equivalent to a 2.5% rise in Council Tax, but in respect of 2012/13 the additional grant is restricted to the 2012/13 financial year only. There is therefore a one year benefit only, and those local authorities that accept the Government's offer need to do so on the understanding that the decision will have an ongoing financial effect. With regard to 2012/13 the additional grant will amount to some £90k. If the Council chose to increase Council Tax by the same level then the additional income would continue to be available to it in future financial years. In simple terms if the Council chooses to accept the additional Government Grant then any increase in the Council Tax base will be lost and the Council will not benefit from the positive impact to its Taxbase that would have been secured by a Council Tax increase. This will require that in future years expenditure will need to be some £90,000 below what it otherwise would have been, or higher council tax rises will be necessary.
38. In reaching a decision regarding the appropriate level of Council Tax in respect of 2012/13 Members need therefore to give consideration to the Council's financial position in respect of 2013/14 which is covered in section 28 to 32 of this report. In summary officers are currently forecasting that expenditure reduction of some

£0.828m over and above those required in 2012/13 will need to be made in order to balance the 2013/14 budget. Of that figure some £0.090m arises on the basis that Members decide not to levy any Council Tax increase in respect of 2012/13 and instead accept Government Grant in respect of 2012/13.

39. While there are, significant arguments for opting for an increase in the level of Council Tax in 2012/13 in order to strengthen the Council's underlying financial position and to reduce the reliance on expenditure reductions as a means of balancing the budget in future financial years, this needs to be balanced against the detrimental impact which the current economic situation and the high level of inflation are having on local residents. It may be considered that the Council needs to take all appropriate steps in order to minimise the burden on local residents, and that to secure an increase in funding from national resources rather than local residents is the appropriate action at this point in time.
40. A further factor for Members to note is that the Government is in the process of establishing tighter rules in respect of 'capping' or controlling Council Tax increases which will make it increasingly more difficult for local authorities to increase Council Tax locally at a level beyond what the central government of the day would consider to be reasonable. Under the new arrangements which are being introduced under the Localism Bill where a local authority proposed increase in Council Tax exceeds what the government of the day consider to be a reasonable level then the local authority will be required to hold a referendum of local residents to determine whether or not the higher level should apply. For 2012/13 the Secretary of State has set that level at 3.5% for District Councils.

### **Financial Reserves**

41. The Council's main Financial Reserves which relate to its General Fund are the General Fund Reserve and the Transition Grant Reserve. On the basis of the proposals put forward in this report the level of General Fund reserves will be maintained at the current position of £1.064m which is just below the minimum agreed balance of £1.2m. One of the proposals within this report is that we utilise the transition grant received in respect of 2012/13 in order to restore the level of General Fund balances to one of £1.2m as at 1<sup>st</sup> April 2012.
42. With respect to the Transitional Grant the amount of £1.930m received in 2011/12 is likely to be fully utilised by the year end. Given the extent of the structural change that has been implemented during 2011/12 – which will all realise ongoing financial savings – the Council may find itself in the position of having insufficient grant in the current financial year to fund the expenditure incurred. In that case consideration will be given to the most appropriate method of funding as part of the year end close down process with a call on the General Fund reserve being the final option. Of the amount available in respect of 2012/13 up to £0.186m may be required if a decision is taken to increase General Fund balances to a level of £1.2m. A further £0.126m has already been approved to be utilised for expenditure in the year, leaving a balance of £1.312m unallocated.

## **Consultation**

43. The Council is required to consult with stakeholders on the proposed budget. This consultation which is part of the Council's service planning framework has effectively been taking place throughout the financial year. In addition the budget process has also sought to ensure that the knowledge of Members in their role as Community Champions has been used to inform the service development process. Finally, it should be noted the Council is required to consult with business ratepayers industrialists and other interested parties in the commercial sector with regard to its expenditure proposals. The outcome of that meeting which is scheduled for the evening of 6th February 2012 will be reported as part of the final consideration of the budget proposals.

## **Risk Register**

44. A financial Risk Assessment is set out in Table 2, which outlines the risks, the mitigation which is in place, the potential impact and the probability of the event occurring in order to arrive at a notional calculation concerning the potential financial impact of the risks which the Council is currently facing. This indicates that the identified risks which the Council is currently facing amount to some £1.3m, which is in line with the Council's agreed minimum target level of General Fund Reserves of £1.2m on the basis that the recommendations made within this report are accepted. Given that the level of notional risks are marginally in excess of the level of General Fund balances consideration has been given elsewhere in the report to providing for an increase in the level of General Fund reserves. Members should, however, note that the figure given in the Risk Register is a notional one that is intended to convey the general scale of the potential risks facing the Council, rather than providing a precise guide as to the level of balances that are necessary.
45. The assessment concerning the level of risk is essentially used for two purposes. In the first place an understanding of the risks which the Council faces is crucial in agreeing an appropriate level of financial reserves which are required. This is covered in section 36(above). Secondly, the identification of the risks is the first stage in the process of more effectively managing, or of mitigating those risks. By identifying the risks it is possible to avoid them, to insure against them, to transfer the risk, or most likely actions can be taken to reduce or to mitigate the risk. The Council's Financial Risk Register is closely linked to both the Strategic and Operational Risk Registers. The Council has in place a comprehensive approach to Risk Management which is reported on a regular basis to Executive, and this process will continue to be utilised in order to manage the key financial risks.

## **Financial Implications**

46. These are covered throughout the report and associated appendices.

## **Legal Implications**

47. The Council is legally obliged to approve a budget prior to the commencement of the new financial year in April 2012. This report together with the associated budget timetable has been prepared in order to comply with our legal obligations.

## **Other Considerations (eg Human Resources, Environmental, Crime and Disorder, Design and Community Safety)**

48. These are covered in the Service Plans which are based upon the resources allocated by the Budgets recommended for approval within the Medium Term Financial Plan.

## **Equalities Issues**

49. These are covered in the Service Plans which are based upon the resources allocated by the Budgets recommended for approval within the Medium Term Financial Plan.

## **Risk Management and Policy and Performance Issues**

50. A Financial Risk Register in respect of the General Fund is provided at Table 2 to this report.
51. Policy and Performance Issues are covered in the Service Plans which are based upon the resources allocated by the Budgets recommended for approval within this Medium Term Financial Plan.

## **RECOMMENDATIONS**

- g) That no Council Tax increase is levied for the financial year 2012/13 based on the proposed Government grant compensation arrangements and this recommendation is submitted for approval by the Council at its meeting on 1<sup>st</sup> March 2012.
- h) That Executive recommends to Council (at its meeting on 15 February 2012) the Medium Term Financial Plan in respect of the General Fund as set out in **Appendix 1 Table 1** of this report and agrees the Revised Budget 2011/12 with a budget requirement of £10, 891,159 together with the original budget for 2012/13 with a budget requirement of £11,136,390 as detailed in **Appendix 1 Table1**.
- i) That Officers continue to work towards delivering a balanced budget in respect of 2011/12, and continue to progress the implementation of measures designed to secure a balanced budget in respect of 2012/13.

- j) That in order to protect the level of General Fund balances it is recommended that an amount of capital expenditure of up to £1m currently planned to be funded from transition grant is charged against the Council's capital programme, with this expenditure to be supported if necessary by prudential borrowing pending the achievement of sufficient capital receipts to fund this work. That this recommendation be taken forward as part of the Council's Treasury Management Strategy which will be considered by Council on 1<sup>st</sup> March 2012.
- k) That Executive agrees to restore the level of General Fund balances as at April 2012 to one of £1.2m by utilising the Transition Grant to be received by the Council in respect of 2012/13.
- l) That officers be required to report back to Executive and Audit Committee on at least a quarterly basis regarding the overall position in respect of the budget, these reports to include updates on progress in implementing the efficiencies necessary to achieve a balanced budget by the end of 2011/12.

ATTACHMENTS:                    **Y**  
FILE REFERENCE:                None  
SOURCE DOCUMENT:            Background papers held in Financial Services

GENERAL FUND SUMMARY

Actual 2010/11 £	Details of Expenditure	Original Estimate 2011/12 £	Estimated Outturn 2011/12 £	Base Budget 2012/13 £	Forecast 2013/14 £	Forecast 2014/15 £
617,168	Community Safety	712,700	721,170	654,790	655,250	655,890
729,087	Customer Focused Services	1,050,180	1,047,120	1,029,309	1,070,950	1,071,910
4,916,907	Environment	4,827,310	4,776,620	4,381,370	4,329,480	4,336,280
742,200	Regeneration	661,910	774,240	612,170	615,860	615,780
1,639,508	Social Inclusion	1,224,589	1,118,150	858,079	827,929	803,799
2,895,675	Strategic Organisational Development	3,042,050	3,116,640	2,948,860	2,942,250	2,888,740
0	Contingency for Inflation and Other Items	25,000	0	101,060	252,080	451,970
9,919	Collection Fund Deficit	22,329	22,329	78,792	0	0
	Agreed Reduction in Non Staffing Budgets		(205,560)			
<b>11,550,464</b>	<b>TOTAL EXPENDITURE ON CORPORATE AIMS</b>	<b>11,566,068</b>	<b>11,370,709</b>	<b>10,664,430</b>	<b>10,693,799</b>	<b>10,824,368</b>
(415,853)	Depreciation - Reversal	(483,440)	(307,670)	(278,850)	(265,190)	(265,180)
1,763,884	Debt Charges	1,073,880	1,013,020	1,043,310	1,041,190	1,034,380
(247,649)	Investment Interest	(109,695)	(235,990)	(237,040)	(251,460)	(378,440)
<b>12,650,846</b>		<b>12,046,813</b>	<b>11,840,069</b>	<b>11,191,850</b>	<b>11,218,339</b>	<b>11,215,128</b>
	<b>Appropriations:</b>					
	Contributions to Reserves:					
6,000	Historic Buildings	6,000	0	0	0	0
75,250	ICT & Office Equipment	75,250	75,250	75,250	75,250	75,250
0	Local Development Scheme	50,000	50,000	50,000	50,000	50,000
12,600	Vehicle Replacement Reserve	12,600	12,600	12,600	12,600	12,600
(817,355)	Contribution from Earmarked Reserves	(257,840)	(1,086,760)	(193,310)	(93,680)	(31,410)
<b>11,927,341</b>	<b>TOTAL EXPENDITURE</b>	<b>11,932,823</b>	<b>10,891,159</b>	<b>11,136,390</b>	<b>11,262,509</b>	<b>11,321,568</b>
2,246,066	Parish Precepts **	2,246,066	2,246,066	2,246,066	2,246,066	2,246,066
<b>14,173,407</b>	<b>TOTAL SPENDING REQUIREMENT</b>	<b>14,178,889</b>	<b>13,137,225</b>	<b>13,382,456</b>	<b>13,508,575</b>	<b>13,567,634</b>
(7,926,941)	Formula Grant	(6,258,939)	(6,258,939)	(5,531,336)	(5,254,769)	(4,992,031)
	New Homes Bonus Grant		(117,290)	(303,243)	(303,243)	(303,243)
	Council Tax Grant (2010/11 Scheme)	(89,929)	(89,929)	(89,929)	(89,929)	(89,929)
	Council Tax Grant - (2012/13 one off)			(90,123)		
<b>6,246,466</b>	<b>AMOUNT BEING RAISED BY COUNCIL TAX</b>	<b>5,850,986</b>	<b>5,850,986</b>	<b>5,871,531</b>	<b>5,962,531</b>	<b>6,055,814</b>
420,124	<b>FUNDING GAP / (SURPLUS)</b>	1,979,035	820,081	1,496,293	1,898,103	2,126,618
	Carried forward to page 2					

\*\* to be confirmed



**GENERAL FUND SUMMARY continued**

<b>Actual 2010/11 £</b>	<b>Details of Expenditure</b>	<b>Original Estimate 2011/12 £</b>	<b>Estimated Outturn 2011/12 £</b>	<b>Base Budget 2012/13 £</b>	<b>Forecast 2013/14 £</b>	<b>Forecast 2014/15 £</b>
420,124	<b>FUNDING GAP / (SURPLUS)</b>	1,979,035	820,081	1,496,293	1,898,103	2,126,618
	<u>Adjusted for Savings Strategy Items:</u>					
	Single Person Discount Review	(22,000)	0	0	0	0
	Current Budget Spending Review	(250,000)	0	0	0	0
	Payments Strategy - Targets	(25,000)	0	0	(20,470)	(29,360)
	Alternate Bin Collection (all built in)	(100,000)	0	0	0	0
	New Homes Bonus (now on the summary)	(36,000)	0	0	0	0
	Income from Assets	(110,480)	0	0	0	0
	Service Efficiency Review/Joint Working targets	(700,000)	0	0	0	0
	Benefits Review	(75,000)	0	0	0	0
	Essential Car User Review	0	0	0	(200,000)	(200,000)
	Vacancy and Other Savings	(200,000)	(70,000)	(250,000)	(250,000)	(250,000)
	Environmental Health Review	0	0	(100,000)	(180,000)	(180,000)
	Head of Service Review	0	0	(120,000)	(120,000)	(120,000)
	Garage and Fleet Review	0	0	(50,000)	(50,000)	(50,000)
	Strategic Alliance - Further Reviews	0	0	(150,000)	(150,000)	(150,000)
	Reduction of pay award (12/13)	0	0	(100,000)	(100,000)	(100,000)
	Reduction in non-staffing budgets	0	(30,000)	(205,390)	(200,000)	(200,000)
	Use of transition grant	(221,841)	(720,081)	(520,903)	0	0
	Savings to be Identified				(627,633)	(847,258)
	<b>Use of Working Balance / (Surplus)</b>	<b>238,714</b>	<b>(0)</b>	<b>0</b>	<b>(0)</b>	<b>(0)</b>
(1,485,629)	Working Balance Brought Forward	(1,438,715)	(1,064,353)	(1,064,353)	(1,200,000)	(1,200,000)
0	Transfer from Transition Grant to General Fund	0	0	(135,647)		
(1,064,353)	Working Balance Carried Forward	(1,200,001)	(1,064,353)	(1,200,000)	(1,200,000)	(1,200,000)
	Minimum Working Balance	(1,200,000)	(1,200,000)	(1,200,000)	(1,200,000)	(1,200,000)
	<b>Transition Grant:</b>					
	Opening Balance	<b>0</b>	<b>0</b>	<b>(165,106)</b>		
	Grant Award	(2,310,878)	(2,310,878)	(1,929,596)		
	<u>Allocations:</u>					
	Approved Use of Transition Funding	188,270	1,425,691	125,920		
	Transfer to General Fund			135,647		
	Budget Adjustment	221,841	720,081	520,903		
	Closing Balance	<b>(1,900,767)</b>	<b>(165,106)</b>	<b>(1,312,232)</b>		

Note: The savings achieved against the 2011/12 Savings Strategy items where already secured are recorded as reductions in service expenditure.

## Community Safety – Ensuring that communities are safe and secure

Details of Expenditure	Original Estimate	Estimated Outturn	Base Budget	Forecast	Forecast
	2011/12	2011/12	2012/13	2013/14	2014/15
	£	£	£	£	£
Bolsover Community Sports Coach Scheme	75,090	61,980	70,590	70,600	70,660
Bolsover Energised Youth Programme	95,810	89,780	97,480	97,520	97,650
Community Action Network	0	0	0	0	0
Community Safety	253,640	238,440	237,870	238,050	238,270
Community & Street Serv Mgmt & Admin	0	0	0	0	0
Domestic Violence Worker	0	39,330	0	0	0
Housing Anti Social Behaviour Fund	101,920	102,950	103,680	103,900	103,990
Neighbourhood Management	141,720	141,270	145,170	145,180	145,320
Neighbourhood Mgmt & Admin	0	0	0	0	0
Parenting Practitioner	44,520	47,420	0	0	0
Safer & Stronger Communities	0	0	0	0	0

<b>712,700</b>	<b>721,170</b>	<b>654,790</b>	<b>655,250</b>	<b>655,890</b>
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## Customer Focused Services – Providing excellent customer focused services

Actual	Details of Expenditure	Original Estimate	Estimated Outturn	Base Budget	Forecast	Forecast
2010/11		2011/12	2011/12	2012/13	2013/14	2014/15
£		£	£	£	£	£
46,278	Benefits	324,200	348,880	325,689	367,140	367,600
635,811	Council Tax / NNDR	678,140	658,090	659,290	659,550	660,000
0	Customer Contact Service	0	0	0	0	0
27,394	Emergency Planning	26,060	25,830	26,720	26,720	26,730
0	Groundwork & Drainage Operations	0	0	0	0	0
19,603	Land Charges	21,780	14,320	17,610	17,540	17,580
0	Leisure Services Mgmt & Admin	0	0	0	0	0
0	Revenue Services	0	0	0	0	0
0	Security Services	0	0	0	0	0

<b>729,086</b>
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<b>1,050,180</b>	<b>1,047,120</b>	<b>1,029,309</b>	<b>1,070,950</b>	<b>1,071,910</b>
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Environment – Promoting and enhancing a clean and sustainable environment

Actual 2010/11 £	Details of Expenditure	Original Estimate 2011/12 £	Estimated Outturn 2011/12 £	Base Budget 2012/13 £	Forecast 2013/14 £	Forecast 2014/15 £
132,681	Animal Welfare	135,550	133,800	135,850	135,670	135,500
108,020	Building Control Consortium	105,170	112,150	119,950	128,280	138,440
23,449	Depot - Bolsover	48,000	36,590	36,890	36,890	36,890
0	Depot - Riverside	0	0	0	0	0
(11,133)	Depot - South Normanton	(7,280)	(6,240)	(6,200)	(6,200)	(6,200)
0	Development Mgmt & Admin	0	0	0	0	0
150,352	Drainage Services	146,690	150,500	111,350	111,490	111,560
260,604	Engineering Services	267,870	227,260	225,780	224,770	224,270
209,928	Food Safety	256,460	233,250	252,390	254,590	256,990
0	Grounds Maintenance	0	0	0	0	0
126,135	Health & Safety	136,900	120,070	135,180	135,950	136,760
12,552	Licensing	17,080	9,960	(4,841)	(4,400)	(3,871)
295,147	Parks, Playgrounds & Open Spaces	294,520	238,440	243,590	241,260	240,170
71,096	Pest Control	76,880	76,940	78,540	78,540	78,550
127,768	Planning Conservation	94,440	98,990	76,090	76,090	76,100
297,777	Planning Development Control	199,610	186,590	186,360	186,290	186,450
75,818	Planning Enforcement	76,660	80,030	80,750	80,750	80,760
3,423	Planning Environmental Initiatives	3,640	3,250	3,230	3,230	3,240
0	Planning Services Mgmt & Admin	0	0	0	0	0
360,660	Planning Policy	271,740	392,930	252,680	252,630	252,710
311,294	Pollution Reduction	316,390	340,100	314,680	314,610	314,720
34,427	Public Conveniences	39,910	33,310	30,700	30,700	30,700
35,390	Public Health	37,400	32,730	37,330	37,450	37,570
713,928	Street Cleansing	688,120	653,930	620,150	615,140	610,100
0	Vehicle Fleet	0	0	0	0	0
1,577,591	Waste Services	1,621,560	1,622,040	1,450,920	1,395,750	1,394,870
<b>4,916,907</b>		<b>4,827,310</b>	<b>4,776,620</b>	<b>4,381,370</b>	<b>4,329,480</b>	<b>4,336,280</b>



Regeneration – Developing healthy, prosperous and sustainable communities

Actual 2010/11 £	Details of Expenditure	Original Estimate 2011/12 £	Estimated Outturn 2011/12 £	Base Budget 2012/13 £	Forecast 2013/14 £	Forecast 2014/15 £
9,356	Alliance	14,680	14,790	14,760	14,770	14,770
71,244	Bolsover Wellness Programme	57,950	56,990	60,740	61,570	61,700
299,656	Economic Development	322,650	342,530	324,380	325,040	325,230
0	Economic Development Enterprise Academy	0	0	0	0	0
0	Economic Development Enterprise Coaching	0	0	0	0	0
0	Economic Development Project Officer	0	0	0	0	0
0	EMDA - Shirebrook Master Plan	0	0	0	0	0
44,240	Feasibility Studies / Development Briefs	0	17,500	0	0	0
0	Home Improvement Agency	(30)	0	0	0	0
0	LEGI - Making The Connection	0	0	0	0	0
0	LEGI - Public Procurement	0	0	0	0	0
39,460	Markets	38,120	59,440	0	0	0
(84,849)	Pleasley Vale Electricity Trading	(6,690)	(6,440)	(6,440)	(6,440)	(6,440)
51,000	Pleasley Vale Mills	(33,510)	(19,810)	(25,470)	(23,390)	(21,360)
(16,600)	Premises Development	(16,450)	12,990	(32,170)	(32,160)	(32,160)
242,500	Private Sector Housing Renewal	184,730	180,060	179,410	179,400	179,380
0	Regeneration Mgmt & Admin	0	0	0	0	0
0	Sherwood Lodge Development	0	18,000	0	0	0
0	Strategic Housing Projects	0	0	0	0	0
53,173	Strategic Sub-Regional Partnership	52,860	57,170	56,450	56,540	56,560
(400)	Street Trading	(840)	(840)	(930)	(930)	(930)
33,420	Tourism Promotion & Development	48,440	41,860	41,440	41,460	39,030
<b>742,200</b>		<b>661,910</b>	<b>774,240</b>	<b>612,170</b>	<b>615,860</b>	<b>615,780</b>



## Social Inclusion – Promoting fairness, equality and lifelong learning

Appendix 1e

<b>Actual 2010/11 £</b>	<b>Details of Expenditure</b>	<b>Original Estimate 2011/12 £</b>	<b>Estimated Outturn 2011/12 £</b>	<b>Base Budget 2012/13 £</b>	<b>Forecast 2013/14 £</b>	<b>Forecast 2014/15 £</b>
0	Bolsover Apprenticeship Programme	0	0	60	0	0
621,294	Concessionary Fares & TV Licenses	22,450	22,460	22,080	22,200	22,290
227,017	Creswell Leisure Centre	293,230	221,630	225,060	225,200	221,180
80,828	Culture & Heritage	84,330	82,730	69,660	69,680	69,740
0	Family Intervention Project	0	0	0	0	0
36,110	Frederick Gents School Community Use	37,640	36,080	39,670	39,680	39,750
52,498	GO Football	46,200	43,330	45,600	45,510	45,450
119,201	Homelessness	145,370	137,900	140,510	140,920	140,880
318,210	Kissingate Leisure Centre	319,740	309,270	100,000	70,000	50,000
(1,498)	Miscellaneous Expenses	79,030	74,350	6,530	6,530	6,530
93,302	Outdoor Sports & Recreation Facilities	86,890	86,960	90,220	89,500	89,220
2,267	Repair & Maintenance (G/F)	0	0	0	0	0
(17,121)	S106 - Formal & Informal Recreation	(7,470)	(7,470)	0	0	0
0	S106 - Percent for Art	0	0	0	0	0
123,527	Sports Development	127,430	127,960	135,740	135,760	135,810
(18,088)	Town Centre Housing	(12,250)	(17,050)	(17,050)	(17,050)	(17,050)
1,961	Welfare Services	2,000	0	0	0	0
<b>1,639,508</b>		<b>1,224,590</b>	<b>1,118,150</b>	<b>858,080</b>	<b>827,930</b>	<b>803,800</b>



## Strategic Organisational Development – Continually improving our organisation

<b>Actual 2010/11 £</b>	<b>Details of Expenditure</b>	<b>Original Estimate 2011/12 £</b>	<b>Estimated Outturn 2011/12 £</b>	<b>Base Budget 2012/13 £</b>	<b>Forecast 2013/14 £</b>	<b>Forecast 2014/15 £</b>
0	Audit Services	0	0	0	0	0
0	Building Cleaning	0	0	0	0	0
0	Catering	0	0	0	0	0
0	Chief Executive & Partnership Team	0	0	0	0	0
0	County Elections	0	0	0	0	0
1,080,608	Corporate Management	1,024,740	1,008,960	966,210	970,470	977,410
0	Customer Service & Performance	0	0	0	0	0
873,755	Democratic Representation & Mgmt	883,800	884,560	866,450	866,380	869,400
0	Democratic Services	0	0	0	0	0
7,263	District Council Elections	59,000	59,000	0	0	0
73,185	Electoral Registration	71,490	69,820	70,130	84,450	70,100
0	European Elections	0	0	0	0	0
0	Financial Services	0	0	0	0	0
0	Human Resources & Payroll	0	0	0	0	0
0	Information & Communication Technology	0	0	0	0	0
0	Joint Director of Corporate Resources	0	0	0	0	0
0	Joint Director of Development	0	0	0	0	0
0	Joint Director of Health & Wellbeing	0	0	0	0	0
0	Joint Director of Neighbourhoods	0	0	0	0	0
(0)	Legal Services	0	0	0	0	0
860,865	Non Distributed Costs	1,003,020	1,053,700	1,046,070	1,020,950	971,830
0	Parliamentary Elections	0	0	0	0	0
0	Parish Council Elections	0	0	0	0	0
0	Referendum	0	0	0	0	0
0	Reprographics	0	0	0	0	0
0	Shared Procurement Unit	0	0	0	0	0
0	Sherwood Lodge	0	0	0	0	0
0	Solicitor to the Council	0	0	0	0	0
0	Strategic Alliance with NEDDC	0	40,600	0	0	0
<b>2,895,675</b>		<b>3,042,050</b>	<b>3,116,640</b>	<b>2,948,860</b>	<b>2,942,250</b>	<b>2,888,740</b>

## Appendix 1 : Table 2

### BOLSOVER DISTRICT COUNCIL : GENERAL FUND RISK REGISTER

Risk and Mitigation in Place	Gross Value of Risk £000's	Probability	Potential Impact £000's
<p><b>1. Overspend on challenging revenue budgets.</b></p> <ul style="list-style-type: none"> <li>➤ The financial information system and budget monitoring arrangements are robust. The Council has a good record of managing spending against budgets.</li> <li>➤ Regular monitoring reports will be taken to Executive, Council and Audit Cttee.</li> <li>➤ Elected Members have a good awareness of the Council's budget position.</li> <li>➤ Additional controls on expenditure have been put in place, and these will help develop the understanding of the budget position amongst managers.</li> </ul>	1,000	25%	250
<p><b>2. Reduction in Government Grant in excess of the 5% allowed for in the MTFP</b></p>	500	40%	200
<p><b>3. Inability to achieve assumed level of efficiencies.</b></p> <ul style="list-style-type: none"> <li>➤ Regular reports will be taken to Executive to update Members, with progress to be outlined in regular reports to Council and Audit Committee.</li> <li>➤ Most of the necessary savings for 2012/13 are in the process of being implemented.</li> <li>➤ The Council has a good record of achieving savings during 2011/12 and will be able to build on that position.</li> </ul>	1,000	25%	250

<b>Risk and Mitigation in Place</b>	<b>Gross Value of Risk £'s</b>	<b>Probability</b>	<b>Potential Impact £'s</b>
<p><b>4. Overspend on Capital Programme or underachievement of capital receipts leads to a charge against the Revenue Position</b></p> <ul style="list-style-type: none"> <li>• The revenue framework outlined above will also govern the position in respect of the Capital Programme.</li> <li>• The Council has agreed a general principle of not entering into capital commitments unless the resources required to fund those commitments has been secured.</li> </ul>	250	40%	100
<p><b>5. A major Business Continuity Issue arises.</b></p> <ul style="list-style-type: none"> <li>• The Council has in place Business Continuity Plans and Insurance Arrangements which are intended to address these risks.</li> <li>• Previously in exceptional circumstances Central Government has provided financial support to authorities in these circumstances.</li> </ul>	2,000	5%	100
<p><b>6. Further falls in level of income from Business units, Leisure Services, property rent and planning fees.</b></p> <ul style="list-style-type: none"> <li>➤ Budgets have been established on a prudent basis.</li> <li>➤ The position on income levels will be monitored as part of the Council's routine monitoring procedures.</li> </ul>	1,000	25%	250



<p><b>6. Increased cost of housing benefits as a result of increasing costs not being fully covered by additional government grant.</b></p> <p>➤ Budgets have been established on a prudent basis.</p>	250	40%	100
<p><b>7. An increase in employee costs associated with a national pay award, or with changes in local terms and conditions.</b></p> <p>➤ The Council is of the view that its budget includes appropriate provision for any pay award or other increase in employee costs.</p>	250	20%	50
<p><b>Calculated Potential Financial Impact of Identified Risks</b></p>			<b>1,300</b>

Committee:	Executive	Agenda Item No.:	7. Appendix 2
Date:	6 <sup>th</sup> February 2012	Status	Open
Category	3. Part of the Budget and Policy Framework		
Subject:	Medium Term Financial Plan – Housing Revenue Account		
Report by:	Director of Corporate Resources		
Other Officers Involved	Chief Accountant		
Director	Director Of Corporate Resources		
Relevant Portfolio Holder	Councillor E. Watts, Leader of the Council		

### **RELEVANT CORPORATE AIMS**

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

### **TARGETS**

The development of Policy Led Budgeting will help to inform future spending plans and assist in the delivery of annual efficiency gain targets.

### **VALUE FOR MONEY**

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

### **Introduction**

52. This report considers the elements of the Medium Term Financial Plan relating to the Council's Housing Revenue Account (HRA) budgets. As such it covers the Council's revenue expenditure relating to the provision of Council Housing. While this report is predominantly concerned with financial issues it needs to be recognised that the Council's financial plans are part of a wider service planning framework which incorporates both service plans together with the range of related Council strategies and policies. This financial and service

planning framework clearly has a direct impact upon the quality of the housing provided by the Council to our tenants.

53. The Housing Revenue Account Budget report will form part of the Council's Medium Term Financial Plan.
54. The main areas covered by this report are as follows:

Item	Page
2011/12 Estimated Outturn	2
2012/13 Original Budget	3
• Housing Revenue Account Reform	3
HRA Budget 2012/13	
Level of Council House Rents	8
Fees and Charges	8
Financial Reserves	9
Level of HRA Balances	10
HRA Risk Register	10
Recommendations	
Housing Revenue Account Budget	Table 1
Proposed Service Charges	Table 2
Housing Revenue Account – Risk Register	Table 3

The provisional budgets for both 2011/12 (Estimated Outturn) and 2012/13 (Original Budget) are shown in Appendix 1 to this report. The Appendix also details the projected position – on the basis of current patterns of income and expenditure – for both 2013/14 and 2014/15. The provisional HRA budget has been considered by the Scrutiny Committees during late January and early February before being considered by Executive at its meeting on 6<sup>th</sup> February 2012. Executive will then recommend a budget for approval by Council on 15<sup>th</sup> February 2012.

### **2011/12 Estimated Outturn Budget**

55. In February of 2011 Members agreed a budget in respect of the current financial year 2011/12. That original budget is set out in detail in Table 1 of this report, where it can be compared against the Estimated Outturn Budget for 2011/12 which it will be recommended that Members approve as part of the current budget setting process. A number of pressures and variances from the original budget have been reported on during the course of the current financial year and the current position is set out within the Table. The net

outcome of the variations that have currently been identified is that an additional draw on balances of some £0.443m will be required at the end of the current financial year.

56. This additional call on balances has arisen because of 3 main factors which are a reduced recharge to the capital programme (£284k), an increase in the cost of providing the Supporting People Service (£80k), together with an increased contribution to an insurance reserve (£50k). While these represents a significant increase in costs the recharge to the capital programme will be reviewed at the year end when a higher charge may be considered to be appropriate, the increase in Supporting People costs arises from a reduction in government grant and the contribution to the Insurance Provision reflects increased costs arising out of the retendering of the Council's insurance contract. To a large extent these costs issues have arisen as a result of circumstances out of the Council's control. The overall impact of the Estimated Outturn is to turn a forecast surplus of some £0.237m into a projected year end deficit of £0.177m. The impact of the level of HRA balances is offset by the fact that the outturn position for 2010/11 was better than forecast and accordingly the working balance on the HRA at the year end falls from the opening balance of £1.084m to one of £0.879m.

## **Housing Revenue Account Budget 2012/13**

### **Housing Revenue Account Reform**

57. Before moving to consider the HRA budget that is proposed in respect of 2012/13 it is important that this budget is placed in the context of the Government's HRA reform. The reform that is currently in the process of being introduced has been the subject of consultation for a period of some 2 years having originally being proposed by the previous Government.
58. The key feature of the new HRA financial framework is that local authorities will be set free from the operation of the current national housing subsidy pool. In practical terms for Bolsover District Council the main impact will be that our current annual payment of some £5m to the national HRA pool will be replaced by a requirement to buy ourself out of the system by making a one off payment to central government currently estimated at £94.386m. The Council will effectively be obliged to make this payment and like other local authorities will need to fund this payment by entering into long term capital borrowing. At a national level the impact of the additional borrowing by local authorities will be to reduce the borrowing undertaken by national government. In terms of the public sector overall what will take place is effectively a redistribution of debt.
59. Given the scale of the additional borrowing that will be required as a consequence of the introduction of the revised HRA arrangements the Council's overall borrowing will increase from a figure of some £8m to one of

£103m. Clearly there will be a significant increase in the Council's costs in respect of interest payment and the repayment of debt but that will be offset the fact that the Council will no longer be required to pay over an annual sum in excess of £5m (which was increasing) into the national HRA pool. One of the uncertainties in setting this year's HRA budget will be the fact that the Council will not be entering into the new borrowing of £95m until the 26<sup>th</sup> March which is clearly after the HRA budget will be formally agreed at Council on the 15<sup>th</sup> February. While officers acting on the basis of advice from Sector our Treasury Management consultants have arrived at a view of the likely interest rate that will apply to the new borrowing given the size of the sum that is to be borrowed even a minor discrepancy in the actual as opposed to the anticipated interest costs will have a significant impact on the HRA budget for 2012/13. In the light of the inevitable uncertainty regarding the rate of interest which will be chargeable from April 2012 officers have taken the view that it would be appropriate to adopt the 4.5% rate of interest used in the 30 Year Business Plan model. On the basis of current information and interest rates officers have taken the view that the actual interest costs will be below those set out within the Business Plan. Once the actual borrowing has been undertaken in March 2012 then a further report will be brought back to Committee in April 2012 providing details of the actual interest rates at which borrowing has been undertaken, together with an assessment of the impact of that borrowing on the Business Plan.

60. While there remain some significant financial uncertainties surrounding the new financial regime for the HRA there is a general view that the proposed settlement is a manageable one especially in the light of the background of the public expenditure reductions introduced by the Comprehensive Spending Review of autumn 2010. With respect to the affordability of these proposals the Government has determined the settlement sum for each Council based on its discounted cash flow model which calculates income and expenditure cash flow for the HRA based on a range of assumptions over a 30 year period. The model provided by the Government has been reviewed by the Council's own officers and by a specialist external HRA advisor both of whom are of the view that on the basis of the settlement sum the Government's model shows that this Council's HRA will be able to afford to meet the capital financing costs that flow from this increased borrowing requirement.
61. While the new settlement should prove to be an affordable and a sustainable one the revised financial governance framework does place significantly more responsibility upon individual local authorities. While rent levels will in effect continue to be established by Central Government under the convergence requirement, individual local authorities will be responsible for the development and operation of a HRA business plan. Within the context of the Business Plan it will be necessary to ensure adequate financial provision to maintain and refurbish the stock to an appropriate standard and to meet the service expectations of our tenants. Members have already received training from an external consultant regarding the new roles and responsibilities and an

ongoing programme of involvement around the development of the HRA Business Plan will be important if the Council is to effectively manage its stock.

62. As outlined in section 9 (above) given the importance of the borrowing that will be undertaken in order to finance the transition into HRA reform a further report on the HRA budget in respect of 2012/13 and future financial years will be brought back to Members in April 2012. This will report the outcome of the exercise to undertake the level of borrowing necessary and will consider whether it has resulted in any significant variance from the position presented in the Medium Term Financial Plan. Members should also note that at its meeting of 1<sup>st</sup> March 2012 Council will be considering its Treasury Management Strategy for the period 2012 /13 to 2014/15. While the Council will continue to operate within the context of the established prudential framework the scale of the Council's HRA debt will be required to increase from a level of £8m to one of £103m which clearly constitutes a major change.
63. In financial terms it is intended that the costs of servicing the borrowing (interest and principal repayments) will be offset by the cessation of the housing subsidy payments to central government. While this will offer greater financial freedom and certainty to local authorities it will not change the relationship between the local authority and its tenants. The existing tenancy arrangements and legislative frameworks will remain in place leaving the position of our tenants unchanged as a direct result of this particular reform. Crucially Central Government will retain its current powers to set rent levels and has maintained its long standing commitment to the convergence of rents between Council Housing and other forms of social housing. Under this principle the target level for rent convergence requires tenants in Council Housing to pay broadly the same level of rent as other providers of social housing. Rents within Bolsover are significantly below the 'target' rents. Nationally rents will increase by inflation plus ½%. For tenants of Bolsover District Council it is anticipated that individual rents will move towards the 'target' rents, but that no individual rent will increase by more than inflation plus ½% plus £2 as a result of the national rent convergence policy. Most rents will meet the target after 5 years. It is worth noting that the debt settlement has been calculated by government on the basis that Bolsover District Council continues to follow the rent convergence model. Failure to increase rents in line with the convergence formula will undermine the Business Plan, and impact upon the services provided to tenants this will cause a risk to the Business Plan.

### **Housing Revenue Account Budget 2012/13**

64. The proposed HRA budget in respect of 2012/13 has been established in the light of the HRA reform which is outlined in the above section of this report. A copy of the proposed budget is set out in Table 1 to this report. It is planned that the Council will be in a position to increase the level of its HRA General Reserves by an amount of some £0.334m which will take them to a level of

£1.214m as at the end of March 2012. As already outlined the main focus of the figures provided in respect of 2012/13 concerns the estimate of the likely interest charge in respect of next financial year. Officers have worked on the basis that the overall rate interest rate will be one of 4.5% which is derived from the latest HRA Business Plan. However, as already outlined this will need to be reviewed in the light of the interest rates secured on the borrowing the is actually entered into on the 28<sup>th</sup> March 2012 in order to fund the buyout payment to central government necessary to exit the current Housing Subsidy system.

65. At this point in time it is recommended that no repayment of principal is scheduled for the early years of the reformed HRA system. This approach is consistent with the work undertaken on the Business Plan which indicates that the first repayment of principal should take place in 2015/16, with the initial debt to be repaid over 25 years. The recommendation that no debt be repaid during the early years of HRA reform reflects the fact that there is an acknowledgement that in the early years of the new system those authorities which are currently charging rent at a level significantly below the rent convergence figure will be financially challenged during the early years of reform. In common with a number of local authorities in this area Bolsover District Council is charging a rent below the target level that is assumed within the Government's settlement figures. As a consequence income in the short term will be constrained below the underlying levels of income assumed in the Government's model. In addition to the shortfall of income the Council has some identified capital requirements where it would be appropriate to undertake further borrowing in the initial years of the new HRA system in order to fund the capital work concerned. Again under the current Business Plan the Council would borrow up to the HRA debt ceiling – as prescribed by the Government – in the years up to 2015/16 before repayment began. Given that the Government has provided the Council with headroom of some £10 m above the current need to borrow the Business Plan has taken the view that the longer term financial stability of the HRA would be promoted by undertaking such borrowing before repayment commenced in 2015/16. This has been taken into account in the Business Plan which has been developed with external consultants which indicates that the Council will be in a position to commence principal repayments with effect from the 2015/16 financial year. A copy of the summary of that 30 year Business Plan is attached as Appendix 2 to this report for information.
66. In addition to decisions about the level of principal repayment of the HRA loan the Council also now needs to give active consideration to the level of capital expenditure which it is able to fund. Under the current system the level of investment is determined by the Government setting the Major Repairs Allowance, by it providing additional funding such as grant or borrowing power or by the Council agreeing a contribution from the HRA revenue account in order to fund its capital expenditure requirements. Under the revised HRA which will operate from 2012/13 individual local authorities will be able to

determine the level of capital expenditure, but they will be restricted by the Government's HRA borrowing ceiling – which controls the amount of borrowing that may be undertaken- and by the ability to generate a cash or revenue surplus from the HRA operational activities with which to fund capital expenditure.

67. On the basis of the current HRA budget as set out in Table 1 the Council will be able to fund a HRA Capital Programme of some £4m in respect of 2012/13. This level is in line with the Approved Programme in respect of 2011/12 the final year of the current HRA system. Once the Council has undertaken the necessary borrowing at the end of March 2012 and refreshed the Business Plan accordingly then consideration will be given as to whether to increase the capital programme on the basis of funding from the revenue account, or by undertaking additional borrowing which will move the Council closer to the borrowing level allowed by the HRA borrowing ceiling. The capital funding of £4m already identified will provide the Council with a sufficient funding to cover existing commitments and programmes in respect of next year's Capital Programme. Officers are currently working with members and tenants to develop a more detailed Asset Management Strategy and Plan and this will be reported to a future meeting. On the basis of the currently available details the Council will be in a position to increase the size of its HRA capital programme over the next few years in line with the growing requirement for additional investment in the housing stock in order to maintain a position where all out homes are at decency standard.
68. Other than for the replacement of the payments of negative Housing Subsidy into the national HRA pool with the increased capital financing costs the proposed HRA budget in respect of 2012/13 is essentially a roll forward one. It is planned that tenants will see a continuation of existing levels of service over the period of the current Medium Term Financial Plan. The expectation that tenants will see a continuation of existing services is in line with the Government's approach to the implementation of HRA reform.
69. At the conclusion of this section of the report it is perhaps important to restate that HRA reform does not change in any way the relationship between the Council and its tenants.

### **Planning Budgets 2013/14 to 2014/15**

70. In line with established good practice the MTFP sets out the Council's projected financial position over a 3 year period. The forecasts in respect of the latter two years are largely based upon a roll forward of the budgets in respect of the next financial year. While the Council's MTFP will continue to be based upon a 3 year rolling forecast that will be underpinned by the 30 Year HRA Business Plan. That Business Plan will in particular set out the capital expenditure required and the level of loan repayment that will be possible in



future years. While the Business Plan will have a significant influence upon both the current year's budget and the MTFP planning period, current levels of income and expenditure and performance will in turn need to inform and update the projections which are set out in the Business Plan.

71. Within the budgets in respect of these latter two years the key assumptions that are made are as follows :
- The Council continues with its agreed policy of implementing rent convergence. Given that rent convergence is needed within the 30 year HRA Business Plan in order to secure a sustainable HRA this is a key assumption.
  - Interest rates remain at current levels with a rise in Bank Rate – which determines short term borrowing and investment costs – in the region of 1%.
  - That salary costs rise by 1% in 2013/14 and 2% in 2014/15
  - No general figure has been allowed for inflation but allowance has been made for specific items where that is considered to be appropriate.

### **Level of Council House Rents**

72. Since 2002/03 central government has required local authorities to comply with the Rent Restructuring requirement. These arrangements were established to remove the large discrepancies between the rent charged for similar properties both by different Council's and by Registered Social Landlords (RSL's) in the same area. While rent restructuring has required that rent levels for council housing have been and continue to increase at above the rate of inflation the policy is intended to maintain rents for socially rented properties at affordable levels, and generally considerable below private sector levels..
73. For 2012/13 the calculation set out within the rent convergence formula requires an average rent increase for the tenants of Bolsover District Council of 9% or £6.14 over the 48 week rent period. As a result the average rent for a council house in Bolsover District Council will amount to some £74.39 in 2012/13. This is clearly a significant rise for local residents. The two main factors at work in the Government's calculation are the rate of inflation as at September 2011 (5.6%), together with the principle of rent convergence under which Council rents need to be in line with those of other providers. Under the rent convergence principles there is a further £2 a week increase plus 0.5%. Given that there is a significant gap locally between Council House rents and those of Housing Associations this factor also builds a significant increase into the formula. While the national rent guideline increase is set at 6.1% the fact that in the case of Bolsover District Council there is a greater discrepancy between Council House and target rents results in an increase significantly above the national level. Given that this situation applies across our region a number of other neighbouring local authorities are proposing a similar increase in rent levels.

74. While the formula provided by Central Government only contains full details in respect of 2012/13 the information that is available does indicate that rent levels will continue to rise by approaching 6 % in respect of both 2013/14 and 2014/15. It is clear that the principle of rent convergence will remain a key element of Government policy towards the social housing sector which suggests that rents will continue to increase at a greater rate than inflation. Given the financial pressures of HRA reform there are strong financial drivers for local authorities themselves to adhere to this approach if they wish to retain high levels of service to their tenants.

### **Fees and Charges**

75. While the main source of income for the HRA arises from the rents charged in respect of the housing stock the HRA is also dependent for its financial sustainability upon a range of other charges. These charges are now set in the light of an agreed principle that wherever possible the Council should seek to move as quickly as possible to a position where charges for the service reflect the cost of providing that service.
76. While the Council has adopted the general principle that charges to tenants should reflect the cost of providing the services, in many cases the historical charge was a notional one. Accordingly Members have recognised that the move to full charging should be phased in over a number of years. The revised pricing that is proposed in respect of 2012/13 reflects this continued approach.
77. A schedule of proposed charged – which have been incorporated into the proposed budget for 2012/13 – are set out within Table 3 to this report.
78. With respect to the services provided one of the key services provided to HRA tenants is the warden service. The majority of the warden's service is funded through a contract with the Supporting People Team at Derbyshire County Council. Current indications are that this contract will have no uplift for inflation in respect of 2012/13, and more generally the Supporting People Programme is subject to a major review. This will continue to be monitored and if appropriate further reports will be brought back to Council.
79. The proposed fees and charges in respect of those tenants who are funded through Supporting People are based upon charges being maintained at the current level.
80. However, there are a number of people who receive supporting people services which they choose to fund themselves. Currently the Council does not pass on the full cost of those services to customers. It is proposed that in respect of 2012/13 that these charges will increase by £2.05 ( 26%) for the

static warden service and £0.45 (17%) for the mobile warden service. Tenants on benefits will continue to have their service paid through Supporting People Grant.

**Level of HRA Balances.**

81. The Council has an established policy of seeking to maintain HRA working balances at a minimum level of £1m. The financial projections given in Appendix 1 (summarised below) show that the level of HRA balances is projected to fall just below that level with respect to 31<sup>st</sup> March 2012 with the recommended budget for 2012/13 seeing a rise to a level in excess of the £1M agreed minimum. The financial projections given in respect of future financial years show that on the basis of our current plans that the Council will continue to maintain this minimum balance over the period of the current Medium Term Financial Plan.

**Projected HRA Balances**

31 March 2012	31 March 2013	31 March 2014	31 March 2015
£m's	£m's	£m's	£m's
0.879	1.214	1.500	1.750

82. In the light of the HRA Risk Register which is provided at Table 4 to this report a level of working balances above £1m would appear to be adequate. HRA reform does offer local authority HRA's some increased flexibility around the opportunities to borrowing and our HRA borrowing limit does leave some flexibility of manoeuvre. While the Council will have some increased flexibilities under HRA Reform it will also have increased responsibilities and in considering the level of balances available to the HRA it will need to take into account future capital expenditure or other cash flow requirements as identified within the Business Plan.

**HRA Risk Register**

83. A financial Risk Assessment is set out in Table 3, which outlines the risks, the mitigation which is in place, the potential impact and the probability of the event occurring in order to arrive at a notional calculation concerning the potential financial impact of the risks which the Council is currently facing. This indicates that the identified risks which the Council is currently facing amount to some £0.8m, which is in line with the Council's agreed minimum target level of HRA Reserves of £1m on the basis that the recommendations made within this report are accepted.
84. The assessment concerning the level of risk is essentially used for two purposes. In the first place an understanding of the risks which the Council

faces is crucial in agreeing an appropriate level of financial reserves which are required. This is covered in section 32 (above). Secondly, the identification of the risks is the first stage in the process of more effectively managing, or of mitigating those risks. By identifying the risks it is possible to avoid them, to insure against them, to transfer the risk, or most likely actions can be taken to reduce or to mitigate the risk. The Council's Financial Risk Register is closely linked to both the Strategic and Operational Risk Registers. The Council has in place a comprehensive approach to Risk Management which is reported on a regular basis to Executive, and this process will continue to be utilised in order to manage the key financial risks.

85. On the basis that the current proposals are implemented there will be a change in the nature of the strategic risks facing the HRA. While the HRA should benefit from greater financial certainty as a result of the ending of annual financial settlements from central government, this will only lead to greater financial stability overall if the Council is able to develop and deliver a robust 30 year Business Plan. The HRA Business Plan and Treasury Management Strategy are both crucial elements in mitigating the risk of financial instability or unsustainability for our local HRA housing stock. The Council, and our Tenants will each have a greater degree of influence under the new system than they have under the current system. This increased level of local influence will, however, need to operate within the context of a framework where rent levels will continue to be set nationally, where the housing stock is required, at a minimum, to meet the Decent Homes standard, and where a good level of service continues to be delivered to local tenants.
86. While much has been made of the difficulties experienced by local authority housing operations as a result of the fact that financial resources are only made available on an annual basis, it needs to be recognised that the current system also had some important flexibilities built into it. In particular the annual settlement acknowledged issues such as reductions in the level of stock arising from demolition, transfer and right to buy, while it also took account of changes in the costs of operating a housing service. These risks were in a sense transferred to central government and the national housing pool. With the introduction of HRA reform these risks will now need to be managed locally, and they emphasise the importance of robust local planning for the management of our Housing stock.

## **Financial Implications**

87. These are covered throughout the report and associated appendices.

## **Legal Implications**

88. The Council is legally obliged to approve a budget prior to the commencement of the new financial year in April 2012. This report together with the associated budget timetable has been prepared in order to comply with our legal obligations.

## **Other Considerations (eg Human Resources, Environmental, Crime and Disorder, Design and Community Safety)**

89. These are covered in the Service Plans which are based upon the resources allocated by the Budgets recommended for approval within the Medium Term Financial Plan.

## **Equalities Issues**

90. These are covered in the Service Plans which are based upon the resources allocated by the Budgets recommended for approval within the Medium Term Financial Plan.

## **Risk Management and Policy and Performance Issues**

91. A Financial Risk Register in respect of the Housing Revenue Account is provided at Table 3 to this report.

92. Policy and Performance Issues are covered in the Service Plans which are based upon the resources allocated by the Budgets recommended for approval within this Medium Term Financial Plan.

## **RECOMMENDATIONS**

- a) That Executive introduces the Government recommended rent increases with effect from 2<sup>nd</sup> April 2012. The recommended increase will bring about an average increase in rents of some 9%. However, the actual percentages will vary depending on the type of property.
- b) That the increases in respect of other charges as outlined in Appendix 2 Table 3 be implemented with effect from 2<sup>nd</sup> April 2012.

- d) That the Housing Revenue Account as set out in **Appendix 2 Table 1** be approved as the Revised Budget in respect of 2010/11 and as the Original Budget in respect of 2011/12.

ATTACHMENTS: Y  
FILE REFERENCE: None  
SOURCE DOCUMENT: Background papers held in Financial Services



Actual 2010/11 £	Details of Expenditure	Original Budget 2011/12 £	Estimated Outturn 2011/12 £	Base Budget 2012/13 £	Forecast 2013/14 £	Forecast 2014/15 £
<b>HOUSING REVENUE ACCOUNT</b>						
<b>Expenditure</b>						
3,800,931	Repairs and Maintenance	4,464,240	4,753,040	4,366,220	4,403,950	4,406,400
3,025,493	Supervision and Management	3,115,190	3,188,650	3,325,470	3,318,660	3,312,150
426,039	Special Services	500,250	475,270	479,760	479,880	479,880
192,022	Supporting People	154,100	233,600	223,929	224,289	224,709
104,518	Tenants Participation	118,360	101,090	114,070	114,070	114,050
114,731	Increase in Bad Debts Provision	100,000	100,000	150,000	150,000	150,000
4,441,806	Housing Subsidy Payable	5,349,450	5,349,450	0	0	0
326,160	Cost of Capital	363,290	311,930	4,579,930	4,579,930	4,579,930
6,743	Debt Management Expenses	7,520	6,510	11,850	11,850	11,850
0	Vacancy Factor	(30,000)	0	0	0	0
0	Contingency for Inflation and Other Items	0	0	32,170	49,510	67,020
<b>12,438,443</b>	<b>Total Expenditure</b>	<b>14,142,400</b>	<b>14,519,540</b>	<b>13,283,399</b>	<b>13,332,139</b>	<b>13,345,989</b>
<b>Income</b>						
(16,061,210)	Income	(17,584,038)	(17,586,618)	(19,090,019)	(20,168,734)	(21,194,232)
<b>(16,061,210)</b>	<b>Total Income</b>	<b>(17,584,038)</b>	<b>(17,586,618)</b>	<b>(19,090,019)</b>	<b>(20,168,734)</b>	<b>(21,194,232)</b>
<b>(3,622,767)</b>	<b>Net Cost of Services</b>	<b>(3,441,638)</b>	<b>(3,067,078)</b>	<b>(5,806,620)</b>	<b>(6,836,595)</b>	<b>(7,848,243)</b>
<b>Appropriations</b>						
2,113,597	Depreciation	2,539,930	2,166,490	2,167,270	2,168,080	2,168,920
1,053,792	T/f to Major Repairs / Capital Reserve	664,170	1,055,560	3,255,180	4,332,156	5,379,324
0	Contribution to Insurance Reserve	0	50,000	50,000	50,000	50,000
<b>(455,378)</b>	<b>Net Operating (Surplus) / Deficit</b>	<b>(237,538)</b>	<b>204,972</b>	<b>(334,170)</b>	<b>(286,359)</b>	<b>(249,999)</b>
<b>(629,065)</b>	<b>Working Balance at Beginning of Year</b>	<b>(735,309)</b>	<b>(1,084,443)</b>	<b>(879,471)</b>	<b>(1,213,641)</b>	<b>(1,500,000)</b>
(455,378)	Contribution to/(from) Balances	(237,538)	204,972	(334,170)	(286,359)	(249,999)
<b>(1,084,443)</b>	<b>Working Balance at End of Year</b>	<b>(972,847)</b>	<b>(879,471)</b>	<b>(1,213,641)</b>	<b>(1,500,000)</b>	<b>(1,750,000)</b>

## **APPENDIX 2 - TABLE 2**

### **HRA Fees and Charges 2012/13**

During the work to set charges for 2010/11 Members accepted a methodology where charges made to tenants should reflect the cost of providing the services.

In many cases, the actual charge made to tenants was a nominal charge only, and Members recognised that the move to full charging should be phased over a number of years.

The increases in charges shown below carry forward the methodology previously adopted and applies this to the increase for 2012/13

Each charge shows:

- a. The current charge:
- b. The proposed charge
- c. The increase – in financial terms and percentages.
- d. Information on the cost of provision
- e. The level of subsidy on 2011/12 – per user per week (ie d minus b)

And at the end of each section is information on:

- f. The loss income to the Council if the changes are not implemented (impact of no change) shown for a full year, and
- g. The total subsidy for the services (i.e. e. multiplied by the number of chargeable weeks and the number of customers)



## Section A – Charges made over 48 weeks

Types of charge	Current charge per week (£)	Proposed charge per week (£)	Increase (£ / %)	Cost of provision	2011/12 subsidy (£)
<b>a. HEATING</b>				Estimate	
Bedsit (sheltered)	6.89	8.32	£1.43/21%	12.88	£4.56
1 bed flat (sheltered)	9.78	11.80	£2.02/21%	18.26	£6.46
Wardens Flat	18.23	22.00	£3.77/21%	34.04	£12.04
1 bed bungalow	10.85	13.10	£2.25/21%	20.28	£7.18
2 bed flat	14.44	17.43	£2.00/21%	26.97	£9.54
2 bed bungalow	16.36	19.97	£3.61/22%	30.56	£10.59
					Total subsidy
	<b>Impact of no change</b>			<b>£53,130</b>	<b>£212,153</b>
<b>b. WARDEN SERVICES</b>					
Static (self funded)	7.86	9.91	£2.05/26%	£22.79	£12.88
Mobile Warden (self funded)	2.61	3.06	45p/17%	£4.84	£1.78
					Total subsidy
	<b>Impact of no change</b>			<b>£116.871</b>	<b>£174,260</b>
<b>c. WARDEN SERVICES</b>					
Static (SP funded)	22.79	13.10	Contract		See notes
Mobile Warden (SP)	4.84	4.84	Contract		
					Total subsidy
	<b>Impact of no change</b>			<b>n/a</b>	<b>n/a</b>
<b>d. SPECIAL SERVICES</b>					
Special Services	8.55	10.76	£2.21/26%	£20.67	£9.91
					Total subsidy
	<b>Impact of no change</b>			<b>£31,187</b>	<b>£139,849</b>
<b>e. BUGGY PARKING (inc electricity)</b>					
Buggy parking	2.75	3.00	25p / 9%	n/a	n/a
					Total subsidy
	<b>Impact of no change</b>			<b>£240</b>	<b>£0</b>
<b>f. GARAGES* (no subsidy)</b>					
Garages (direct debit)	7.00	7.50	50p/7%	7.50 est	n/a
Garages (other)	9.00	10.00	£1/11%	10.00 est	n/a
* note VAT will be charged to non-tenants.					
					Total subsidy
	<b>Impact of no change</b>			<b>£17,160</b>	<b>£0</b>

## Section b - Charges made over 52 weeks – not subsidised

Types of charge	Current charge per week (£)	Proposed charge per week (£)	Increase (£ / %)	Cost of provision	2011/12 subsidy (£)
Lifeline – Bronze	3.75	3.95	20p / 5%	3.95 est	0
Lifeline – Gold	5.80	6.10	30p / 5%	6.10 est	0
Lifeline – RSL	3.75	3.95	20p / 5%	3.95 est	0
					Total subsidy
	<b>Impact of no change</b>			<b>5.335.20</b>	<b>£0</b>

## Section C - Annual Charge – not subsidised

Types of charge	Current charge per year (£)	Proposed charge per year (£)	Increase (£ / %)	Cost of provision	2011/12 subsidy (£)
Garage Plot *	140	160	20 / 14%	£160 est	0
* note VAT will be charged to non-tenants.					
					Total subsidy
	<b>Impact of no change</b>			<b>£6,000 est</b>	<b>£0</b>

Notes – Supporting People.

The Council are currently in negotiation with Derbyshire Accommodation Support Team (formerly known as Supporting People) over longer term contracts. This will need that the costs and service specification need to be reviewed within the next few months.

## Section D – Proposed New Charges.

- It is proposed to introduce a new charge for applicants who require a weekly copy of the CBL listings. This would be set at £1 per week to cover postage costs.
- The Council are currently considering the purchase of a number of Tarran replacement bungalows. The rent and service charge for these properties cannot be determined at this stage but may be introduced during 2013/14. At that stage a further report will be brought back to Members for consideration.

## APPENDIX 2 Table 3

### HOUSING REVENUE ACCOUNT: RISK REGISTER

Risk and Mitigation in Place	Gross Value of Risk £'s	Probability	Potential Impact £'s
<p><b>1. With effect from April 2012 the Government has introduced a new financial regime to manage the HRA. Given the scale of the changes there are invariably some risks that the system will not operate as intended.</b></p> <ul style="list-style-type: none"> <li>• While the new system brings with it uncertainty and associated risks the flexibility incorporated within the system means that risks are more likely to materialise in respect of the longer term sustainability of the HRA.</li> <li>• The Council has undertaken appropriate preparation for the introduction of the reformed HRA including the use of specialist consultants to validate the Business Plan.</li> <li>• A longer term risk is that stock numbers will decline. This will be picked up through the Business Plans</li> </ul>	£1,000,000	25%	£250,000
<p><b>2. Rental collections fall as a result of the wider economic position and proposed changes to benefits system.</b></p> <ul style="list-style-type: none"> <li>• Assumed income levels have been calculated on the basis of previous experience and are based on prudent assumptions with appropriate bad debt provisions in place.</li> <li>• The Council will work with tenants to maximise benefits eligibility and to ensure rent payments are kept up to date.</li> </ul>	£500,000	50%	£250,000

<ul style="list-style-type: none"> <li>The Council has recently strengthened its procedures for the recovery of arrears and has established appropriate financial provisions should write offs be required.</li> </ul>			
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<b>Risk and Mitigation in Place</b>	<b>Gross Value of Risk £'s</b>	<b>Probability</b>	<b>Potential Impact £'s</b>
<p><b>3. There are unanticipated pressures on demand led budgets such as repairs and maintenance, or costs rise more quickly than anticipated in the budget.</b></p> <ul style="list-style-type: none"> <li>All budgets are based on previous experience of expenditure / income and should be sufficiently robust to cope with the expected range of fluctuation.</li> </ul>	£500,000	25%	£125,000
<p><b>4. A significant Business Continuity issue arises.</b></p> <ul style="list-style-type: none"> <li>The Council have developing Business Continuity Plans which should reduce these risks.</li> <li>Appropriate insurance arrangements are in place.</li> <li>In exceptional circumstances Central Government has provided an element of financial support.</li> </ul>	£2,000,000	5%	£100,000
<p><b>5. Loss / Reduction of Supporting People Grant from the County Council.</b></p> <ul style="list-style-type: none"> <li>The Council will be consulted regarding any proposed changes to the current regime and this would provide an opportunity to consider options.</li> </ul>	£200,000	50%	£100,000
<b>Calculated Potential Financial Impact of Identified Risks</b>			<b>£825,000</b>

Committee:	Executive	Agenda Item No.:	7. Appendix 3
Date:	6 <sup>th</sup> February 2012	Status	Open
Category	3. Part of the Budget and Policy Framework		
Subject:	Capital Programme – 2011/12 Estimated Outturn, 2012/13 Original Budget and Financial Plans 2013/14 and 2014/15		
Report by:	Director of Corporate Resources		
Other Officers Involved	Chief Accountant		
Director	Director Of Corporate Resources		
Relevant Portfolio Holder	Councillor E. Watts, Leader of the Council		

### **RELEVANT CORPORATE AIMS**

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

### **TARGETS**

The development of Policy Led Budgeting will help to inform future spending plans and assist in the delivery of annual efficiency gain targets.

### **VALUE FOR MONEY**

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

## **CAPITAL PROGRAMME 2011/12 to 2014/15**

### **Introduction**

1. This report considers the elements of the Medium Term Financial Plan relating to the Council's capital programme. As such it covers the Council's planned capital investment in areas that support the Corporate Plan. While this report is predominantly concerned with financial issues it needs to be recognised that the Council's financial plans are part of a wider service

planning framework which also incorporates service plans together with the range of related Council strategies and policies. This financial and service planning framework clearly has a direct impact upon the quality of the services to taxpayers and council tenants.

2. The Capital Programme Budget report forms part of the Council's Medium Term Financial Plan.
3. The main areas covered by this report are as follows:

Item	Page
Capital Programme - Revised Programme 2011/12	3
Capital Programme – Original Programme 2012/13	4
Risk Assessment	6
Recommendations	7
Table 1 – Detailed Capital Programme	
Table 2 – Capital Programme Risk Assessment	

4. The provisional capital budgets for both 2011/12 (Revised Programme) and 2012/13 (Original Programme) are shown in Table 1 to this report. The Appendix also details the forecast investment planned for both 2013/14 and 2014/15. This Capital Programme budget report will be considered by Executive at its meeting on 6th February 2012 and by Council at the meeting on 15<sup>th</sup> February. Issues concerning leasing and borrowing will then be subject to consideration as part of the Treasury Management Strategy by the budget setting Council on 1st March 2012. A key issue for the Council is that a limited number of major schemes are at an advanced stage of development but pending certainty regarding the achievement of the associated capital receipts the Council will need to conserve its capital resources in order to minimise any risk that elements of any additional scheme would be unfunded. Given that the major schemes concerned involve commercially sensitive negotiations it would not be appropriate to incorporate either the schemes or the associated capital receipts into the Capital Programme at this point in time. All of the schemes in question have, however, been formally approved by Council at previous meetings and Members are fully aware of the position.
5. An overview of the scale of the currently approved capital programme is provided in the table below:

	<b>2011/12 Original £,000</b>	<b>2011/12 Revised £,000</b>	<b>2012/13 Original £,000</b>	<b>2013/14 Original £,000</b>	<b>2014/15 Original £,000</b>
<b>Total</b>	4,021	105,462	8,171	4,348	4,583

6. Of the Revised Programme in respect of the current financial year some £94.386m relates to the payment that the majority of those local authorities who own housing stock are required to make to central government in order to buy themselves out of the housing subsidy system. The Government is allowing the Councils concerned to undertake borrowing in order to finance that payment. In addition since the original programme in respect of this financial year was approved the following amendments have been agreed by Members:
- Expenditure of £4.6m not fully spent in 2010/11 carried forward into 2011/12 with the equivalent amount of funding.
  - The Asset Management plan is now part funded given that capital receipts have been achieved during the course of the year.
  - A reduction in 2011/12 MRA by re-profiling £1m of 2011/12 expenditure into 2012/13, with the equivalent amount of funding.
  - New grant funding received of £2.7m.
7. While the above represents a significant capital programme (even when the HRA buyout is excluded) it needs to be recognised that the vast majority of the Council's resources are 'earmarked' for particular schemes over which the Council has limited discretion. In broad terms out of the £11m of resources available to fund the Council's capital programme only the £1.9m of capital receipts is available to use at the Council's discretion. To the extent to which the Council chooses to incur expenditure on schemes which are not funded by specific resources then that expenditure needs to be financed from capital receipts which arise from the sale of assets. The only other source of funding for capital expenditure is the Council's revenue resources but in reality the Council's financial position - in common with that of other local authorities - is that the revenue position is too constrained to allow any significant support for capital expenditure.
8. In common with a number of other local authorities Bolsover has made a significant use of leasing arrangements for the acquisition of vehicles and similar items. Members should note that there is a general move in the financing of vehicle replacement away from leasing to borrowing. Low interest rates for borrowing and the flexibility provided from owning the vehicles have driven the shift towards outright purchase as the preferred funding method. While borrowing is a more flexible and ultimately more cost effective arrangement in the current financial climate it does still incur significant revenue costs, and Members may wish to give some consideration to the use of capital receipts to fund vehicle acquisition as and when such receipts become available.

### **Capital Programme – Revised Programme 2011/12**

9. With respect to the current financial year details at a scheme level are provided in Table 1 to this report.

### **Housing Revenue Account**

10. The recommended revised programme shows a significant increase above the original programme that reflects the inclusion at this stage of the buyout payment of £94.386m to central government in respect of the Housing Revenue Account. The remaining HRA capital investment mainly relates to maintaining our properties at a decent homes standard by an ongoing programme of refurbishment.

### **General Fund**

11. With respect of the General Fund we are anticipating that the spend will be in line with the revised Programme. The major schemes relate to the Joint Service centre at South Normanton where the District Council has made a contribution of £1m to the County Council's cost, Shirebrook Enterprise Centre at a cost of £2.2m (with further costs in future years), and £0.6m on the acquisition of vehicles, etc by way of leasing.

### **Capital Programme – Original Programme 2012/13**

12. One key issue which Members need to consider within the context of the MTFP is the schemes which should be approved for inclusion within the Capital Programme in respect of 2012/13 and future years. At this stage the Council has a mature and well established Capital Programme which takes account of all the resources available to the authority. Formal approval has already been secured for the allocation of these resources and therefore at this stage there are relatively few prioritisation and allocation decisions which need to be taken. A consideration of this issue is best undertaken by separating the programme into that which relates to work on the Housing Revenue Account and that which relates to the Council's General Fund assets.

### **Housing Revenue Account**

13. The larger element of the Council's Programme is that which relates to work on the council dwellings. With respect to 2012/13 the Government will no longer, as a matter of routine make any funding available to local authorities to support HRA capital expenditure. Under the new self financing arrangements local authorities will be required to fund the capital necessary to maintain their property in line with the decent homes standard either from the revenue generated by the HRA, or by borrowing up to the level of the housing debt cap which has been set by the government (£112.350m). One of the purposes of developing a 30 year Business Plan is so that local authorities can ensure that they are in a position to maintain their property, and that the necessary level of capital expenditure on the properties can be afforded. The Government's debt settlement is intended to ensure that, providing each Council manages its stock in an appropriate manner, the HRA of each local authority will be sustainable in both financial and in terms of providing decent well managed housing.



14. The Council's current capital programme in respect of its Housing Assets amounts to some £4.810m. Of this some £1.1m relates to the acquisition of replacement bungalows, £0.65m relates to a variety of minor refurbishment work, with the remainder of some £3.1m relating to the refurbishment programme formally funded by MRA. Given that some £1m of this work will be funded by MRA c/fwd from 2011/12 the current proposals will be affordable from within the revenue resources available to our local Housing Revenue account. As set out within the section in relation to the HRA which is incorporated within this Medium Term Financial Plan (Appendix 2) the local HRA will be able to fund a Programme of some £4m in 2012/13.
15. On the basis of the work that has been undertaken to date there will clearly be sufficient funding available to enable the currently approved level of work in respect of the HRA to proceed. In addition as outlined earlier in this report it should be noted that a key element of the reformed HRA budget will be the interest rate that is paid in respect of the £94m of additional loan that the Council is required to undertake. If this can be secured at a level below the current assumed rate of 4.5% then there should be a significant financial gain to our HRA. Once the actual costs are finalised –after March 2012 – then it would be appropriate to begin a wider debate with tenants and Members in the light of the Business Plan and Stock Condition survey to agree the Council's capital priorities under the reformed HRA.

### **General Fund Programme**

16. Within the General Fund Programme there are clearly a number of continuation schemes which are currently funded by grant, external resources and leasing. These schemes will continue and further opportunities to attract external funding for capital work within our District will continue to be sought. At this stage, however, the Council has no unallocated capital receipts with which to fund additional expenditure. A limited number of significant capital receipts are, however, currently being pursued and reports concerning progress will be brought back to Council as appropriate.

### **General Fund Programme – Schemes funded by Leasing and Prudential Borrowing.**

17. Traditionally the Council has funded a number of types of capital investment by way of leasing arrangements. Those assets which are funded by leasing are generally items such as vehicles where the capital assets concerned are effectively used to generate revenue income and have a relatively short life (maximum 5-7 years) in capital terms. These schemes have been approved on the basis that the revenue account of the service concerned has met the leasing costs. The position with regard to leasing arrangements has been changed as a result of the introduction of International Financial Reporting Standards (IFRS) which now require that all leases are treated as capital

expenditure, and are included within a local authority's Treasury Management Strategy.

18. While local authorities now have increased disclosure requirements concerning leasing a combination of economic factors has served to undermine the financial attractions of leasing. In the first place local authorities are now able to borrow, including from the Public Works Loans Board, at very low rates of interest. This makes direct borrowing more attractive compared to leasing. Secondly, leasing arrangements for vehicles, etc have traditionally been over a 5 year period. Increasingly the experience of local authorities is that this type of asset has an effective operational life of seven rather than five years. Operating loan financed assets beyond a 5 year period increases the economic advantages of borrowing and reduces the impact on the revenue accounts.
19. While loan finance is increasingly seen as being more economically advantageous than leasing arrangements local authorities do not automatically have the borrowing powers to undertake such investment. Under the current capital financial arrangements local authorities themselves do have the power to enter into prudential borrowing but they need first of all to satisfy themselves that the borrowing concerned is affordable. Such borrowing needs to be agreed by Council as part of the annual Treasury Management Strategy.
20. The Treasury Management Strategy will be reported to Council at its meeting on 1<sup>st</sup> March 2012 and consideration will be given at that stage as to whether any use of prudential borrowing is appropriate for the purposes of acquiring assets.

#### **General Fund Programme – Schemes funded by Specific Grant**

21. From 2012/13 onward the only specific grant available to the council to fund capital investment relates to the Private Sector Housing Grants (disabled facilities grants). The Council is forecast to receive £0.365m which has currently been allocated to fund a Programme at that level. Further consideration as to level of this Programme will be given in the light of the requirements of local residents, the resources provided by the Government as grant and the availability of other funding to support an enhanced Programme.
22. Officers will continue with efforts to secure specific funding where it contributes to achieving the priorities of the Council, and reports will be brought to Members to seek approval for such schemes to proceed where funding is secured.

#### **Capital Programme Risk Assessment**

23. A full Risk Assessment is set out in **Table 2**, which outlines the risks, the mitigation which is in place, the potential impact and the probability in order to

arrive at a notional calculation concerning the potential financial impact of the risks which the Council is currently facing. This indicates that the identified risks which the Council is currently facing in respect of its Capital Programme amount to some £0.6m. Should these risks materialise then it would be necessary ultimately to charge these costs against General Fund or HRA balances. The Risk Assessment in respect of both General Fund and HRA has included an assessment of these potential costs. With regard to 2011/12 on the basis of information currently available Officers are of the view that the Council should be able to achieve a level of capital receipts above that necessary to balance the Capital Programme. On that basis then these resources would be available to mitigate any risks which materialised in respect of capital expenditure.

24. As is the case in respect of both the General Fund and the HRA the assessment concerning the level of risk is essentially used for two purposes. In the first place an understanding of the risks which the Council faces is crucial in agreeing an appropriate level of financial reserves which are required. Secondly, the identification of the risks is the first stage in the process of more effectively managing, or of mitigating those risks. By identifying the risks it is possible to avoid them, to insure against them, to transfer the risk, or most likely actions can be taken to reduce or to mitigate the risk. The Council has in place a comprehensive approach to Risk Management which is reported on a quarterly basis to Cabinet, and this process will be utilised in order to manage the key financial risks.

**Recommendations:**

25. It is recommended:-
- (a) That the Capital Programme for 2011/12 to 2014/15 as set out in **Appendix 1** be approved.
  - (b) That Officers incorporate within the Treasury Management Strategy that will be considered by Council on 1<sup>st</sup> March any proposed use of borrowing or leasing arrangement to secure the acquisition of assets.

# APPENDIX 3 TABLE 2

## CAPITAL PROGRAMME RISK REGISTER

Risk and Mitigation in Place	Gross Value of Risk £'s	Probability	Potential Impact £'s
<p><b>1. Cost Overruns on Approved Projects</b></p> <ul style="list-style-type: none"> <li>Financial monitoring including formal reports to Members is undertaken on a regular basis which should enable mitigating action to be taken.</li> <li>The Council have robust management arrangements in place.</li> <li>The Financial Risk Registers in respect of both General Fund and HRA include the risk of an unfunded overspend arising on the Capital Programme.</li> </ul>	£500,000	40%	£200,000
<p><b>2. Reduction in the forecast level of capital receipts.</b></p> <ul style="list-style-type: none"> <li>The receipts forecast that has been made in respect of 2012/13 is a realistic one in the light of current property markets.</li> <li>Schemes funded by General Resources in respect of 2012/13 are being 'held back' pending greater certainty regarding the level of receipts which will be achieved.</li> </ul>	£1,000,000	20%	£200,000
<p><b>3. An unanticipated capital requirement arises which requires funding as a matter of urgency.</b></p> <ul style="list-style-type: none"> <li>Existing approved projects may need to be reprofiled into future years</li> <li>Additional capital resources may need to be identified</li> <li>A charge against revenue balances may need to be considered.</li> </ul>	£500,000	40%	£200,000
<b>Calculated Potential Financial Impact of Identified Risks</b>			<b>£600,000</b>

**CAPITAL PROGRAMME SUMMARY**

	<b>Original Estimate 2011/12 £</b>	<b>Estimated Outturn 2011/12 £</b>	<b>Estimate 2012/13 £</b>	<b>Forecast 2013/14 £</b>	<b>Forecast 2014/15 £</b>
Community Safety	0	0	0	0	0
Environment	149,000	652,170	324,000	417,000	651,000
Regeneration	3,672,052	6,851,580	7,282,485	3,731,924	3,732,000
Social Inclusion	0	3,203,587	365,000	0	0
Strategic Organisational Development	0	149,440	0	0	0
Fees - Regeneration Mgmt & Admin	219,320	219,320	219,320	219,320	219,320
Fees not yet applied to schemes	(19,320.00)	0.00	(19,320.00)	(19,320.00)	(19,320.00)
Self Financing Settlement	0	94,386,000	0	0	0
<b>TOTAL CAPITAL EXPENDITURE ON CORPORATE AIMS</b>	<b>4,021,052</b>	<b>105,462,097</b>	<b>8,171,485</b>	<b>4,348,924</b>	<b>4,583,000</b>
Contributions from Reserves	9,000	46,450	9,000	9,000	9,000
Contributions from Revenue	650,000	721,538	650,000	650,000	650,000
General Fund Capital Receipts	0	1,919,312	0	0	0
Grants and Contributions	0	3,047,420	2,609,320	0	0
HRA Capital Receipts	0	532,601	49,580	0	0
Major Repairs Allowance	3,222,052	2,922,714	4,173,585	3,281,924	3,282,000
Operating Lease	140,000	643,170	315,000	408,000	642,000
Private Sector Renewal Grant	0	0	0	0	0
Specified Capital Grant	0	413,189	365,000	0	0
Supported Capital Expenditure - RHB	0	244,385	0	0	0
Unsupported Capital Expenditure	0	585,318	0	0	0
Self Financing Borrowing	0	94,386,000	0	0	0
<b>TOTAL CAPITAL FINANCING</b>	<b>4,021,052</b>	<b>105,462,097</b>	<b>8,171,485</b>	<b>4,348,924</b>	<b>4,583,000</b>

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Single Capital Pot (borrowing)	585,318	0		0
Major Repairs Allowance	2,922,714	4,173,585	3,281,924	3,282,000
Specified Capital Grant	413,189			0
Private Sector Renewal Grant				0
EMDA (DLG)				0
GOEM JS only	244,385			0
Fairshare Fund				0
SSP Alliance				0
HLF	25,289			0
ERDF	2,238,203	2,229,221		0
Big Lottery				0
Meden Valley MPL				0
Coalfields Alliance C Agency				0
LEGI				0
Oper Lease	643,170	315,000	408,000	642,000
HRA Capital Receipts	532,601	49,580		0
General Fund Capital Receipts	1,919,312		0	0
Vehicle Reserve	9,000	9,000	9,000	9,000
Local Plan Reserve				0
IT Reserve	37,450			0
Transition Grant	0			0
Building Res				0
General Reserve				0
HRA DRF	721,538	650,000	650,000	650,000
GF DRF				0
Private Sector Contribution	662,237	380,099		0
Others	2,198			0
S106	119,493			0
Rounding				0



Community Safety – Ensuring that communities are safe and secure

	<b>Original Estimate 2011/12 £</b>	<b>Estimated Outturn 2011/12 £</b>	<b>Estimate 2012/13 £</b>	<b>Forecast 2013/14 £</b>	<b>Forecast 2014/15 £</b>
<b>C016</b> Whitwell Burglary Project	0	0	0	0	0
	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>



Environment - Promoting and enhancing a clean and sustainable environment

	Original Estimate 2011/12 £	Estimated Outturn 2011/12 £	Estimate 2012/13 £	Forecast 2013/14 £	Forecast 2014/15 £
C006	Pick Up (Garage YT09 XVG)	0	0	0	12,000
C008	Van (SS YP07 OEH)	0	0	0	18,000
C009	Van (SS YT09 WSO)	0	0	0	20,000
C010	Van (SS YT09 TGF)	0	0	0	20,000
C011	Van (SS YT09 TEY)	0	0	0	20,000
C039	Van (R+M YT09 XVP)	0	0	0	15,000
C040	Van (R+M YT09 XWN)	0	0	0	15,000
C041	Van (R+M YT09 WOR)	0	0	0	15,000
C042	Van (R+M YT07 BXH)	0	0	0	15,000
C043	Van (R+M YS57 LVC)	0	0	0	15,000
C044	Van (R+M YS57 AYV)	0	0	0	15,000
C049	Refuse Vehicle (CX04 MVU)	0	140,000	0	0
C050	Van (OC FD55 NMJ)	0	20,000	0	0
C052	3 Vans (R+M AF05 UVL,UON,UPB)	0	38,170	0	0
C053	3 Vans (R+M AG04 LZA, LXB,MJF)	0	49,000	0	0
C054	8 x Hedgecutters	0	0	4,000	0
C055	10 x Strimmers	0	0	5,000	0
C056	Van (R+M YP07 OCC)	0	0	0	12,000
C057	Van (R+M YP07 FWA)	0	0	0	12,000
C059	8 x Hedgecutters (from 08/09)	4,000	4,000	0	0
C060	Van (R+M YP57 HRM)	0	0	0	12,000
C061	Van (R+M YP07 FTZ)	0	0	0	12,000
C063	10 x Strimmers	5,000	5,000	0	0
C064	3 Vans (R+M AK54 + AJ54 MWV,NYK,OAW)	0	47,000	0	0
C067	Van (GM FP55 VRV)	0	18,000	0	0
C070	Pick up (GM YN53 GTY)	0	18,000	0	0
C071	Refuse Vehicle (VU10 HSV)	0	0	0	140,000
C072	Van (CAN AG05 LYW)	0	12,000	0	0
C073	Van (Health FY53 DEU)	0	12,000	0	0
C074	Tipper Van (Waste YN57 ECZ)	0	0	0	35,000
C075	Tipper Van (Waste YN57 EDC)	0	0	0	35,000
C076	Van (Leisure YS53 ZKA)	0	20,000	0	0
C077	Courier Car (YT06 LFE)	0	12,000	0	0
C078	Pick Up (Drains YN53 GTU)	0	20,000	0	0
C079	Pick Up (Health FN05 WTZ)	0	15,000	0	0
C080	8 Hedgecutters	0	0	0	4,000
C081	10 Strimmers	0	0	0	5,000
C082	Van (Health FL05 JFE)	0	12,000	0	0
C083	3 Wardens Cars (YT53 DZJ, DZK, DZL)	0	30,000	0	0
C084	4 Wardens Cars (FE06 KHU,KHW,KHV,KHT)	0	40,000	0	0
C085	Refuse Vehicle (VK56 OSP)	140,000	140,000	0	0
C086	Van (OC YN07 RHX)	0	0	0	35,000
C087	Van (OC YN57 EBK)	0	0	0	60,000
C088	Van (OC YN07 FLR)	0	0	0	35,000
C089	Van (OC YR57 EDJ)	0	0	0	18,000
C122	Van (Leisure YP57 HNV)	0	0	0	12,000
C123	Van (Leisure YP57 HTY)	0	0	0	12,000
C124	Van (Leisure YP57 HTL)	0	0	0	12,000
C139	Van (Drains YR09 LDN)	0	0	0	20,000
C191	Refuse Vehicle (VX55 CVA)	0	0	140,000	0
C192	Refuse Vehicle (VX55 CVB)	0	0	140,000	0
C193	Tractor (FJ55 UAL)	0	0	35,000	0
C194	Refuse Vehicle (VE07 ENT)	0	0	0	140,000
C195	Refuse Vehicle (VE07 ENU)	0	0	0	140,000
C196	Van (OC YN56 HFW)	0	0	0	60,000
C197	Van (R+M YP56 VFZ)	0	0	0	18,000
C198	Van (R+M DY56 OFB)	0	0	0	18,000
C199	Van (R+M YS56 LYG)	0	0	0	10,000
C200	Pickup (Street Services FJ06 WVS)	0	0	0	22,000
C201	8 Hedgecutters	0	0	4,000	0
C202	9 Strimmers	0	0	5,000	0
	<b>149,000</b>	<b>652,170</b>	<b>324,000</b>	<b>417,000</b>	<b>651,000</b>



## Regeneration - Developing healthy, prosperous and sustainable communities

	Original Estimate 2011/12 £	Estimated Outturn 2011/12 £	Estimate 2012/13 £	Forecast 2013/14 £	Forecast 2014/15 £	
C005	Joint Service Centre South Normanton	0	1,000,000	0	0	0
C021	Portland Street Group Repair	0	200,000	250,000	0	0
C023	Whaley Thorns Group Repair	0	148,801	0	0	0
C024	New Terrace Upper Pleasley	0	53,462	0	0	0
C027	Shirebrook Group Repair	0	7,230	0	0	0
C029	Carr Vale Group Repair	0	66,618	0	0	0
C030	Creswell Model Village Improvement Grants	0	77,170	0	0	0
C031	New Houghton Group Repair	0	250,000	0	0	0
C032	Byron Street Shirebrook	0	34,805	0	0	0
C033	Empty Property Grants	0	39,145	0	0	0
C035	New Houghton Renewal Area	0	268,400	0	0	0
C037	Pte Sector Project Officer	0	64,959	0	0	0
C038	Station Road Shirebrook	0	154,922	0	0	0
C095	AMP - Oxcroft Lane Depot	0	35,131	0	0	0
C097	Repair Inspector (MRA programme)	0	32,629	0	0	0
C099	Window Replacement General	0	8,990	0	0	0
C100	Electrical Rewiring - Decent Homes	0	141,289	0	0	0
C107	Cavity Wall + Loft Insulation	0	7,177	0	0	0
C117	Decent Homes Standard (External)	0	496,875	0	0	0
C118	Kitchen Replacements- Decent Homes	0	506,059	0	0	0
C142	Property Acquisitions	0	450,000	0	0	0
C147	AMP - Engineers	0	75,507	0	0	0
C148	AMP - Sherwood Lodge	0	130,578	0	0	0
C149	AMP - PV Lodges	0	83,476	0	0	0
C150	AMP - Community Houses	0	2,049	0	0	0
C151	Creswell THI Publicity	0	2,990	0	0	0
C152	Creswell Environmental Phase 2	0	16,400	0	0	0
C157	Creswell MV Villas	0	3,030	0	0	0
C158	Creswell THI Consultants Fees + Studies	0	4,020	0	0	0
C159	Creswell Elmton Road Project	0	11,190	0	0	0
C160	Creswell MV Final Phase	0	87,420	0	0	0
C162	Shirebrook Enterprise Centre	0	2,235,730	2,229,221	0	0
C167	Shirebrook Station House	0	2,730	0	0	0
C169	Street Services Depot Relocation	0	4,195	0	0	0
C174	S/Normanton + Pinxton Masterplan	0	12,253	0	0	0
C176	AMP - Leisure Buildings	0	30,201	0	0	0
C179	Major Capital works - Pleasley Vale Mills	0	3,210	0	0	0
C182	HRA New Build	0	0	1,100,808	0	0
C187	Decent Homes Private Sector	0	102,939	0	0	0
Various	Housing Revenue Contribution to Capital	650,000	0	650,000	650,000	650,000
Various	Public Sector Housing (previously MRA)	3,022,052	0	3,052,456	3,081,924	3,082,000
		<b>3,672,052</b>	<b>6,851,580</b>	<b>7,282,485</b>	<b>3,731,924</b>	<b>3,732,000</b>





## Social Inclusion - Promoting fairness, equality and lifelong learning

		<b>Original Estimate 2011/12 £</b>	<b>Estimated Outturn 2011/12 £</b>	<b>Estimate 2012/13 £</b>	<b>Forecast 2013/14 £</b>	<b>Forecast 2014/15 £</b>
<b>C020</b>	Disabled Facility Grants (Mandatory)	0	497,381	365,000	0	0
<b>C092</b>	Disabled Adaptations	0	377,577	0	0	0
<b>C094</b>	Group Dwellings Safety Work	0	150,000	0	0	0
<b>C109</b>	Heating Relets	0	79,317	0	0	0
<b>C113</b>	External Door Replacements	0	600,000	0	0	0
<b>C114</b>	Heating Upgrades	0	430,292	0	0	0
<b>C115</b>	Environmental Works	0	66,260	0	0	0
<b>C116</b>	Major Relet Repairs	0	597,161	0	0	0
<b>C125</b>	Playbuilder	0	58,860	0	0	0
<b>C126</b>	Clune Street Recreation Ground	0	16,331	0	0	0
<b>C130</b>	Bolsover Improving Play Pitches Initiative	0	25,293	0	0	0
<b>C131</b>	Clowne Youth Focused Play Area	0	14,405	0	0	0
<b>C132</b>	Playful Spaces	0	105,004	0	0	0
<b>C133</b>	Playground Upgrade Programme	0	47,138	0	0	0
<b>C136</b>	Laser Quest	0	26,500	0	0	0
<b>C138</b>	Pleasley Vale Outdoor Education Ctre Ph 2	0	53,485	0	0	0
<b>C171</b>	Tarran Pre-liminary Costs	0	18,935	0	0	0
<b>C184</b>	Choice based lettings - IT Scheme	0	39,648	0	0	0
		<b>0</b>	<b>3,203,587</b>	<b>365,000</b>	<b>0</b>	<b>0</b>



## Strategic Organisational Development - Continually improving our organisation

		<b>Original Estimate 2011/12 £</b>	<b>Estimated Outturn 2011/12 £</b>	<b>Estimate 2012/13 £</b>	<b>Forecast 2013/14 £</b>	<b>Forecast 2014/15 £</b>
<b>C177</b>	Mobile Working	0	74,440	0	0	0
<b>C203</b>	Street Scene Trackers	0	75,000	0	0	0
		<b>0</b>	<b>149,440</b>	<b>0</b>	<b>0</b>	<b>0</b>