

**EXECUTIVE**

**MONDAY  
30<sup>TH</sup> APRIL 2012  
AT 1000 HOURS**

**COMMITTEE ROOM  
ONE**

**ACCESS FOR ALL**

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Sherwood Lodge  
Bolsover  
Derbyshire  
S44 6NF

Date: 20<sup>th</sup> April 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 30<sup>th</sup> April 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 19.

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:                     | 30 <sup>th</sup> April 2012                                                                                                           | Status           | Open |
| Category                  | 3. Part of the Budget and Policy Framework                                                                                            |                  |      |
| Subject:                  | Housing Department Quarterly Report                                                                                                   |                  |      |
| Report by:                | Head of Housing                                                                                                                       |                  |      |
| Other Officers Involved   | Innovation Officer<br>Housing Enforcement Manager<br>Housing Needs Officer<br>Responsive Repairs Manager<br>Voids and Welfare Manager |                  |      |
| Director                  | Director of Neighbourhoods                                                                                                            |                  |      |
| Relevant Portfolio Holder | Councillor K. Bowman, Portfolio Holder for Housing Management                                                                         |                  |      |

### **RELEVANT CORPORATE AIMS**

CUSTOMER FOCUSED SERVICES – Providing excellent customer focused services

STRATEGIC ORGANISATIONAL DEVELOPMENT – Continually improving our organisation.

### **TARGETS**

The Housing Service contributes to a large number of Corporate Targets, the ones most relevant to this report are:

CFS 08 - Carry out 97% of repairs to Council houses on the first visit (Right First Time) by March 2015.

SOD 02 - Reduce the percentage of rent arrears by 20% by 2015.

SOD 03 - Reduce the level of Former Tenants Arrears by 25% by 2015.

### **VALUE FOR MONEY**

The Housing Service is one of the lowest cost services in the Country and continues to provide a quality service

## **THE REPORT**

This report looks at the performance of the Housing Department, and reports up to the end of the 2011/12 financial year.

Previous reports have been produced towards the end of the quarter. This report is the first to be produced at the start of the quarter.

The previous report which was considered by members in early April 2012, and contained a covering report that updated members on activity to the end of the financial year. The next quarterly report will update members on activities from the first quarter of 2012/3 in more detail. However brief updates are:

**Supporting People** – as previously agreed by members the Department has worked with other providers to make an offer to DCC regarding the mobile warden service. This has been submitted. Initial feedback has been positive and indications are that this will influence the Specification currently being produced by DCC for the tender.

**Former Tenants Arrears** – The work for tracing and recovery work is currently carried out by UK Search who are based in Barlborough. Following a change in staffing there has been deterioration in the level of service from UK Search. It is proposed that Officers work with procurement to look at other options. This will be reported back at a future meeting.

**Choice Based Lettings** – The CBL system went live in January 2012. As agreed with members a review will be carried out after 6 months of operation. Members are asked to consider if there are any aspects of CBL they would like to include on the quarterly report.

**Repairs Service** - Following the introduction of mobile working a staffing restructure is being considered for the Repairs Service. A more detailed proposal will be reported to members at a future date.

## **ISSUES/OPTIONS FOR CONSIDERATION**

To note progress.

## **IMPLICATIONS**

Financial: None directly  
Legal: None directly  
Human Resources: None directly

**RECOMMENDATION**

**That members note the performance of the Housing Service.**

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

To update members on the progress of key services.

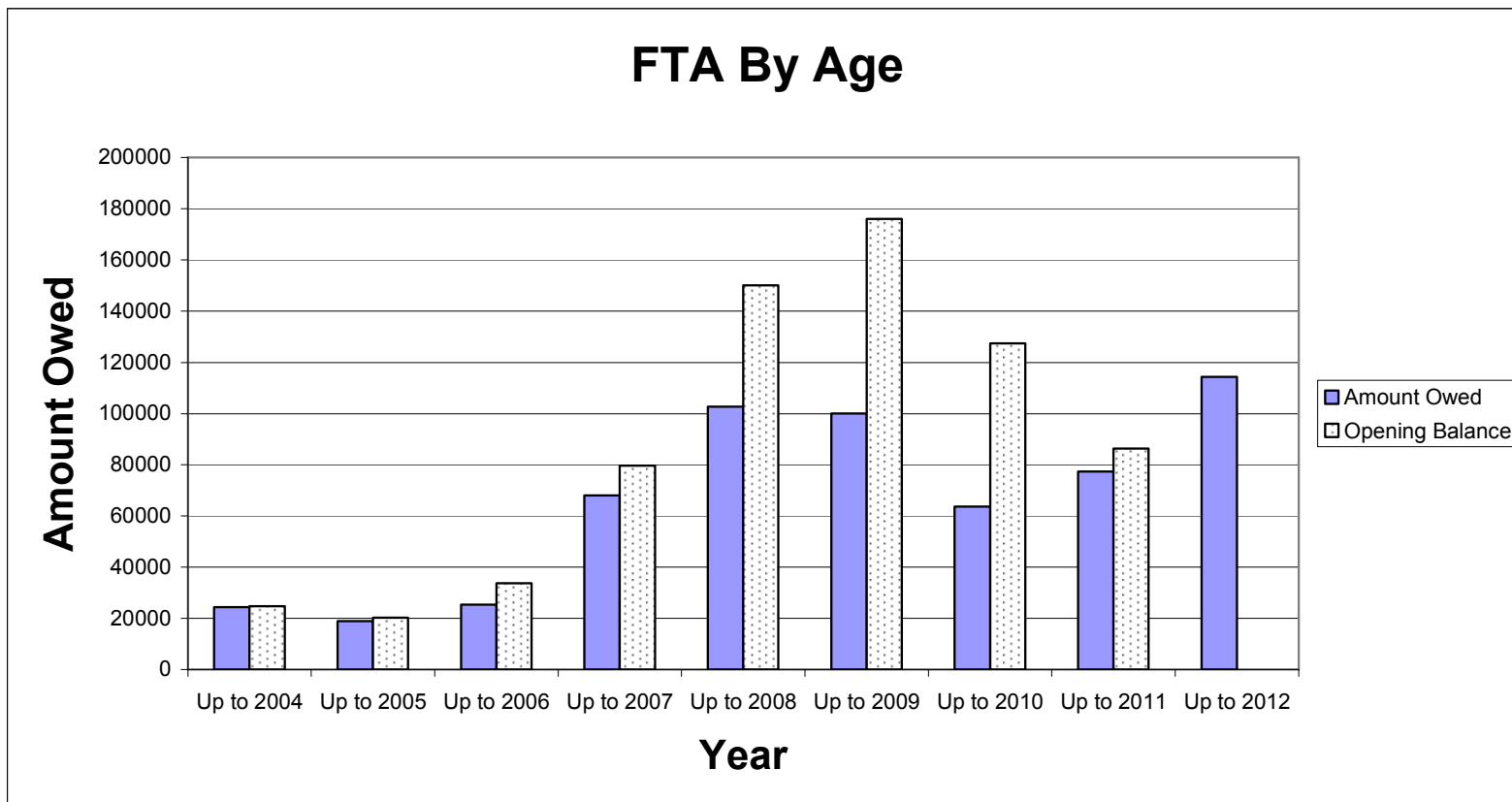
ATTACHMENTS:           **N**  
FILE REFERENCE:  
SOURCE DOCUMENT:

# 1. FTA Aged Debt Analysis

| Year of debt    | Up to 2004 | Up to 2005 | Up to 2006 | Up to 2007 | Up to 2008 | Up to 2009 | Up to 2010 | Up to 2011 | Up to 2012 | TOTAL    |
|-----------------|------------|------------|------------|------------|------------|------------|------------|------------|------------|----------|
| Amount Owed     | 24387      | 18993      | 25425      | 68001      | 102752     | 100110     | 63678      | 77,435     | 114263     | 595044   |
| Number          | 44         | 28         | 39         | 76         | 102        | 117        | 101        | 169        | 290        | 966      |
| Opening Balance | 24780.75   | 20338.62   | 33742.05   | 79699.11   | 150145.2   | 175973.4   | 127348.7   | 86366      |            | 698393.8 |

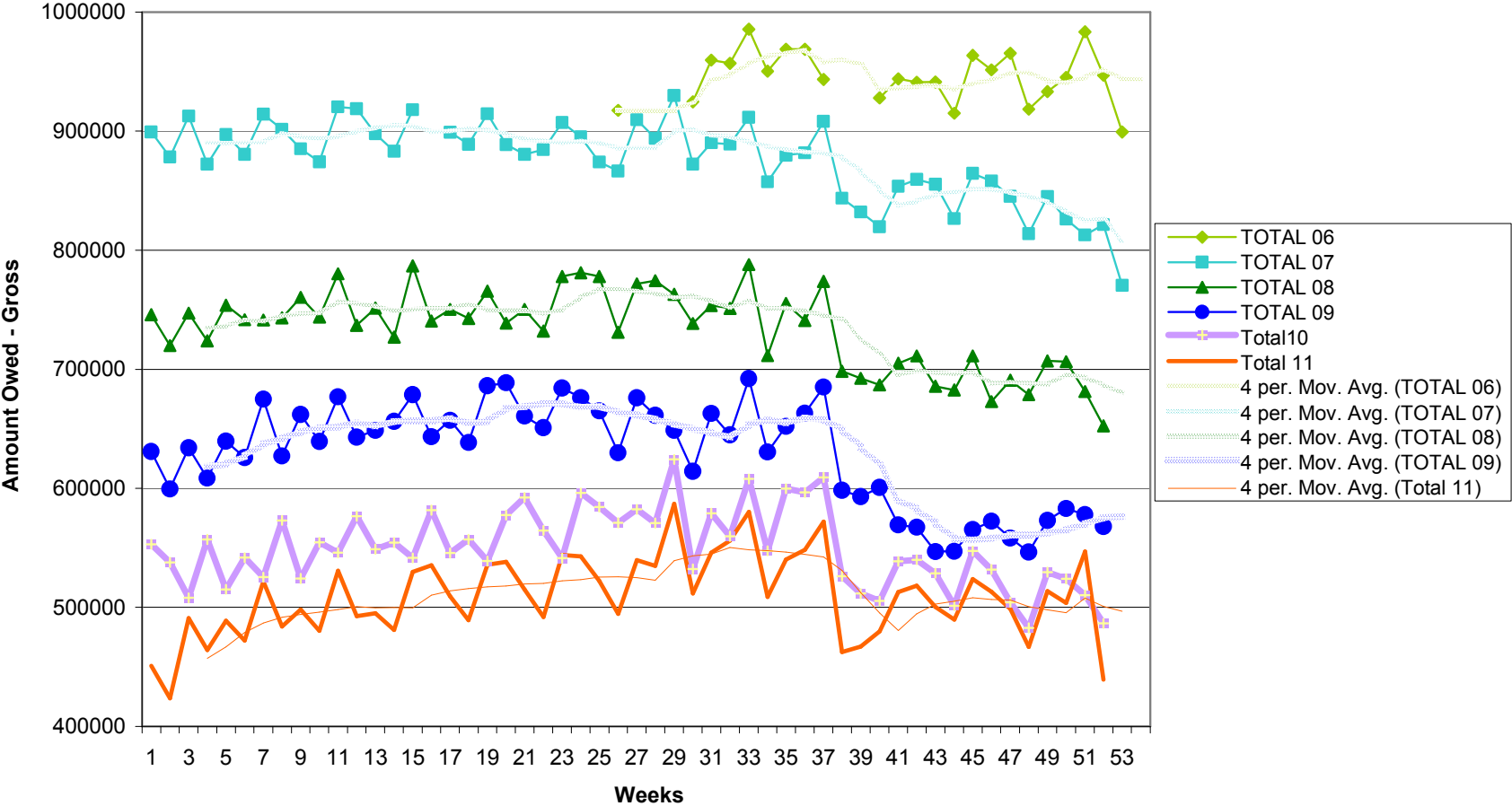
All figures to closest £

Reduction (exc 2012) 217612.83



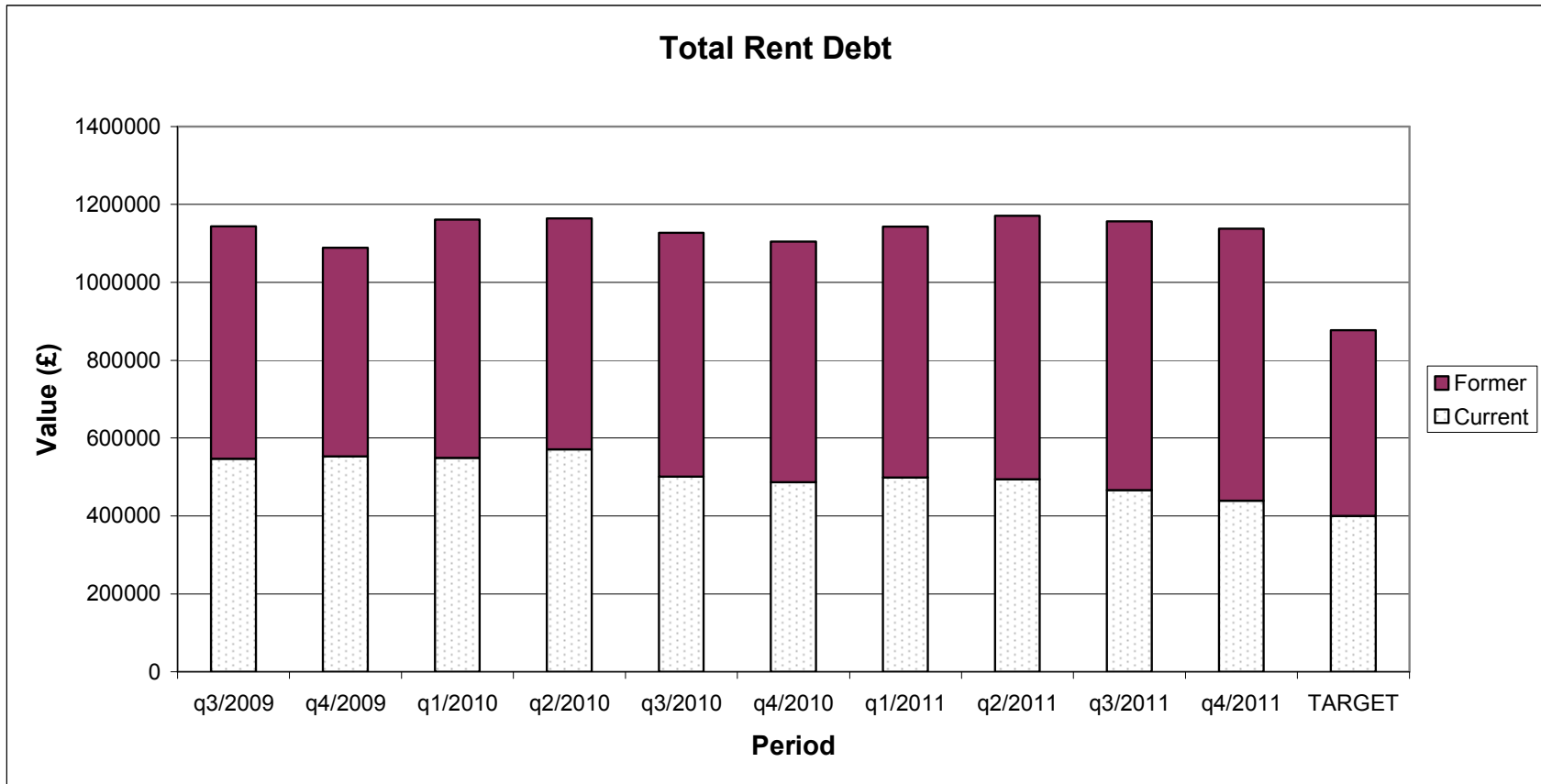
## 2. Current Rent Arrears (Year End)

**Total Owed Chart Current Rent Arrears Target - 2.5%**



### 3. Total Rent Owed

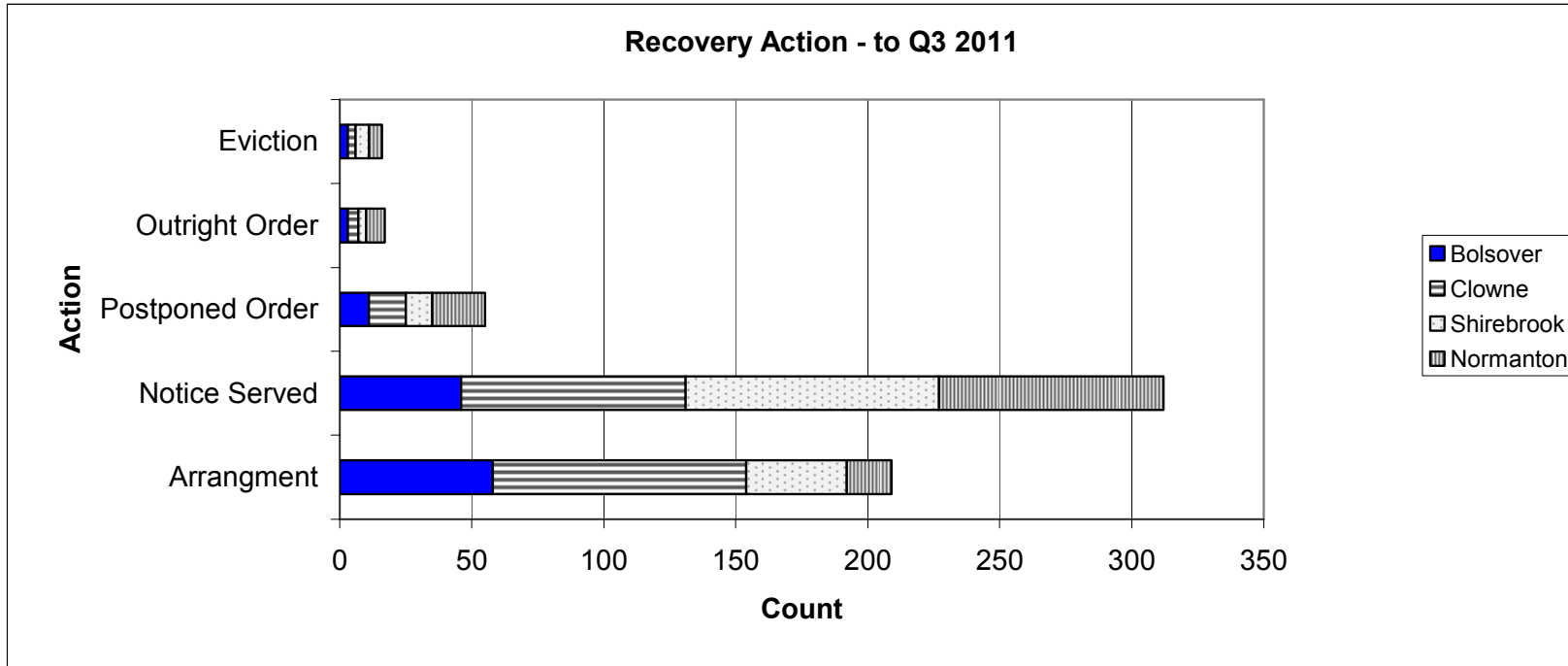
|         | q3/2009 | q4/2009 | q1/2010 | q2/2010 | q3/2010 | q4/2010 | q1/2011 | q2/2011   | q3/2011   | q4/2011  | TARGET |
|---------|---------|---------|---------|---------|---------|---------|---------|-----------|-----------|----------|--------|
| Current | 547072  | 553120  | 548858  | 571012  | 501376  | 486526  | 498259  | 494406    | 466881    | 439320   | 400000 |
| Former  | 596973  | 535411  | 612028  | 592887  | 625685  | 617625  | 644640  | 676465.42 | 689315.72 | 698393.8 | 477578 |
| TOTAL   | 1144045 | 1088531 | 1160886 | 1163899 | 1127061 | 1104151 | 1142899 | 1170871.4 | 1156196.7 | 1137714  | 877578 |





#### 4. Rent Arrears Actions - YTD Apr 2012

|                 | Bolsover   | Clowne     | Shirebrook | Normanton  | TOTAL      |
|-----------------|------------|------------|------------|------------|------------|
| Arrangement     | 58         | 96         | 38         | 17         | 209        |
| Notice Served   | 46         | 85         | 96         | 85         | 312        |
| Postponed Order | 11         | 14         | 10         | 20         | 55         |
| Outright Order  | 3          | 4          | 3          | 7          | 17         |
| Eviction        | 3          | 3          | 5          | 5          | 16         |
|                 |            |            |            |            | 0          |
| <b>TOTAL</b>    | <b>121</b> | <b>202</b> | <b>152</b> | <b>134</b> | <b>609</b> |



### 5. All repairs by month - completed in time

|           | In time | Out of time | TOTAL | % in time |
|-----------|---------|-------------|-------|-----------|
| April     | 1154    | 22          | 1176  | 98.1%     |
| May       | 1173    | 18          | 1191  | 98.5%     |
| June      | 1433    | 23          | 1456  | 98.4%     |
| July      | 1200    | 30          | 1230  | 97.6%     |
| August    | 1206    | 28          | 1234  | 97.7%     |
| September | 1336    | 37          | 1373  | 97.3%     |
| October   | 1390    | 42          | 1432  | 97.1%     |
| November  | 1403    | 43          | 1446  | 97.0%     |
| December  | 1310    | 50          | 1360  | 96.3%     |
| January   | 1663    | 89          | 1752  | 94.9%     |
| February  | 1543    | 83          | 1626  | 94.8%     |
| March     | 1369    | 59          | 1428  | 95.9%     |

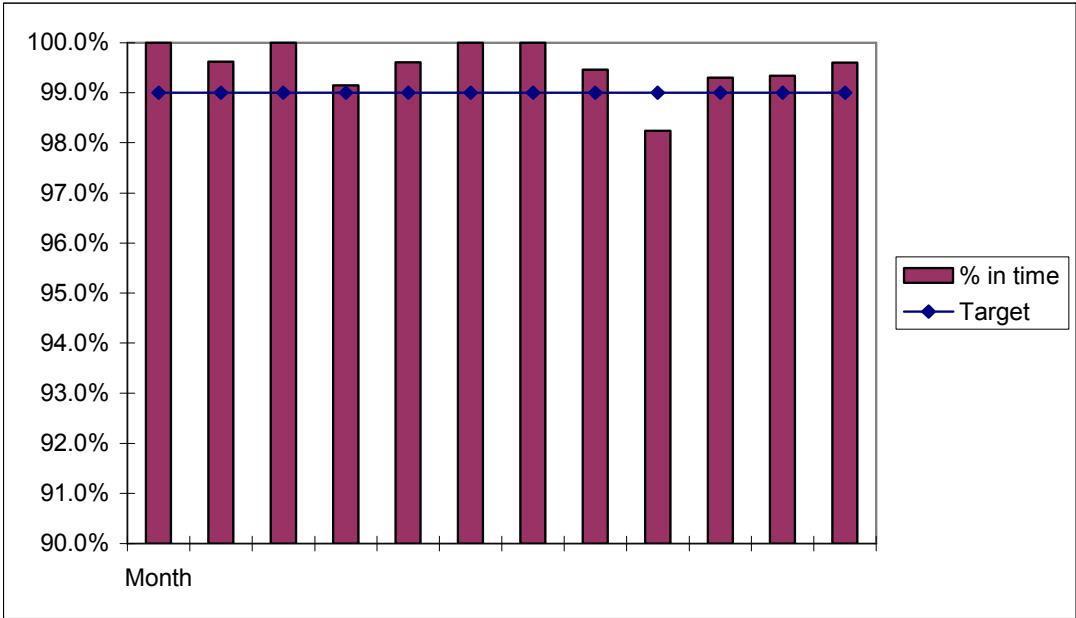
| Target |
|--------|
| 95.0%  |
| 95.0%  |
| 95.0%  |
| 95.0%  |
| 95.0%  |
| 95.0%  |
| 95.0%  |
| 95.0%  |
| 95.0%  |
| 95.0%  |
| 95.0%  |
| 95.0%  |
| 95.0%  |



### 6. Emergency repairs only - completed in time

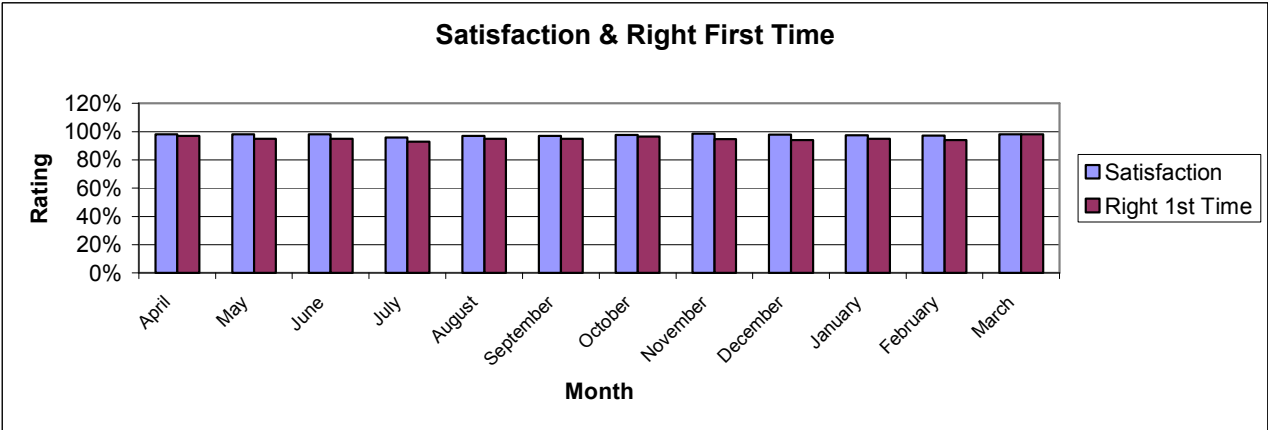
|           | In time | Out of time | TOTAL | % in time |
|-----------|---------|-------------|-------|-----------|
| April     | 259     | 0           | 259   | 100.0%    |
| May       | 261     | 1           | 262   | 99.6%     |
| June      | 308     | 0           | 308   | 100.0%    |
| July      | 233     | 2           | 235   | 99.1%     |
| August    | 253     | 1           | 254   | 99.6%     |
| September | 282     | 0           | 282   | 100.0%    |
| October   | 306     | 0           | 306   | 100.0%    |
| November  | 367     | 2           | 369   | 99.5%     |
| December  | 335     | 6           | 341   | 98.2%     |
| January   | 471     | 3           | 474   | 99.3%     |
| February  | 456     | 3           | 459   | 99.3%     |
| March     | 297     | 1           | 298   | 99.6%     |

| Target |
|--------|
| 99.0%  |
| 99.0%  |
| 99.0%  |
| 99.0%  |
| 99.0%  |
| 99.0%  |
| 99.0%  |
| 99.0%  |
| 99.0%  |
| 99.0%  |
| 99.0%  |
| 99.0%  |
| 99.0%  |



# 7. Customer Feedback

|           | Tenant's satisfaction Target 98% | Right First Time Target 97% |
|-----------|----------------------------------|-----------------------------|
| April     | 98%                              | 97%                         |
| May       | 98%                              | 95%                         |
| June      | 98%                              | 95%                         |
| July      | 96%                              | 93%                         |
| August    | 97%                              | 95%                         |
| September | 97%                              | 95%                         |
| October   | 98%                              | 97%                         |
| November  | 99%                              | 95%                         |
| December  | 98%                              | 94%                         |
| January   | 97%                              | 95%                         |
| February  | 97%                              | 94%                         |
| March     | 98%                              | 98%                         |



## **EXECUTIVE AGENDA**

**Monday 30<sup>th</sup> April 2012 at 1000 hours**  
**Committee Room One**

| <b>Item No.</b> |                                                                                                                                                                                                                                                                                                                          | <b>Page No.(s)</b>    |
|-----------------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-----------------------|
|                 | <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:<br><br>a) any business on the agenda<br>b) any urgent additional items to be considered<br>c) any matters arising out of those items<br><br>and if appropriate, withdraw from the meeting at the relevant time. |                       |
| 4.              | To approve the Minutes of a meeting of the Executive held on 2 <sup>nd</sup> April 2012.                                                                                                                                                                                                                                 | Previously circulated |
| 5.              | Housing Department Quarterly Report                                                                                                                                                                                                                                                                                      | 3 to 12               |
|                 | <b>PART 2 – EXEMPT ITEMS</b><br><i>The Local Government (Access to Information) Act 1985, Local Government Act 1972, Part 1, Schedule 12a.</i>                                                                                                                                                                           |                       |
|                 | <u>Exempt - Paragraph 2</u>                                                                                                                                                                                                                                                                                              |                       |
| 6.              | Former Tenant Arrears – Write Offs                                                                                                                                                                                                                                                                                       | 13 to 18              |
|                 | <u>Exempt - Paragraph 3</u>                                                                                                                                                                                                                                                                                              |                       |
| 7.*             | Solar PV Rent a Roof Scheme – Wider Considerations and Tender Evaluation.                                                                                                                                                                                                                                                | To Follow             |
| 8.*             | Tender Evaluation Outcome – Marketing and Branding Consultancy Services, Shirebrook Enterprise Centre                                                                                                                                                                                                                    | To Follow             |

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

## **EXECUTIVE**

Minutes of a meeting of the Executive of Bolsover District Council held in Committee Room One, Sherwood Lodge, Bolsover, on Monday 2<sup>nd</sup> April 2012 at 1000 hours.

### **PRESENT:-**

Councillor E. Watts – Chair

Members:-

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

Officers:-

W. Lumley (Chief Executive Officer), K. Hopkinson (Director of Development), B. Mason (Director of Corporate Resources), J. Fieldsend (Senior Principal Solicitor), P. Campbell (Head of Housing) (to minute no. 1039), P. Brown (Chief Executive's and Partnership Manager) (to minute no. 1033), S. Chambers (Communications Officer) and R. Leadbeater (Democratic Services Officer).

Also in attendance was Mark Axler (Maon Ltd) Consultant for the Royal British Legion (to minute no. 1033).

### **1027. APOLOGIES**

Apologies were received from Councillor A.M. Syrett and P. Hackett (Director of Health and Well Being) and S. Tomlinson (Director of Neighbourhoods).

### **1028. URGENT ITEMS OF BUSINESS**

There were no urgent items of business.

### **1029. DECLARATIONS OF INTEREST**

There were no declarations of interest submitted.

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### 1030. MINUTES – 5<sup>TH</sup> MARCH 2012

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

**RESOLVED** that the minutes of a meeting of the Executive held on 5<sup>th</sup> March 2012 be agreed as a true record.

### 1031. RECORD OF DECISION NOTICES FROM THE JOINT BOARD MEETING HELD ON 13<sup>TH</sup> MARCH 2012

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

**RESOLVED** that the decision notices from the Joint Board meeting held on 13<sup>th</sup> March 2012 be noted.

### 1032. ROYAL BRITISH LEGION ARMED FORCES COMMUNITY COVENANT

Mark Axler (Consultant), presented the report on behalf of the Royal British Legion to seek Executive approval for Bolsover District Council to support the Armed Forces Community Covenant.

The pledge to support the Covenant would provide the Authority with the opportunity to access funding for projects that would be of benefit to serving members and ex-members of the armed forces and their families, and also to the wider community.

Members were advised of a number of projects that had been undertaken in other authorities, including an initiative to bring derelict properties back into use.

Mr. Axler responded to Members' questions and confirmed that the total funding of £30 million would be allocated over a period of 4 years.

Thanks were extended to Mr. Axler and the Partnership Team.

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

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

(2) Members agree to support the Armed Forces Community Covenant for the Bolsover District Council area;

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(3) Members agree for the Chief Executive's and Partnership Manager to pursue options with neighbouring authorities in respect of the Pledge and the Armed Forces Community Covenant Grant Scheme on behalf of the Authority.

**REASON FOR DECISION:**            **To gain approval for support to an Armed Forces Community Covenant for Bolsover District Council area.**

(Chief Executive's and Partnership Manager)

The Chief Executive's and Partnership Manager and Mark Axler left the meeting.

**1033.            RECOMMENDED ITEM FROM SUSTAINABLE COMMUNITIES SCRUTINY COMMITTEE – PATCH MANAGEMENT POLICIES, UNTIDY LAND AND BUILDINGS (UPDATED) POLICY**

The Head of Housing presented the updated Untidy Land and Buildings policy to seek Members' approval. The policy had been previously considered by the Sustainable Scrutiny Committee.

Members raised concerns that the Authority did not have a prescribed standard to which gardens of Council properties should be kept and added that the Council's current subjective approach to the definition of an untidy garden was inadequate.

Officers advised that the current Council tenancy agreements included an expectation of the reasonable upkeep of gardens, which was looked at on a case by case basis. Responses were also provided in respect of the practical, legal and cost implications of introducing a more prescriptive standard and the enforcement powers available. The Council's powers in respect of privately owned gardens were also discussed.

Members requested that the issue of untidy gardens be referred to the Senior Management Team for a broader discussion of the legal and general issues and a report outlining recommendations, legal and practical issues be provided to Executive. At the suggestion of the Chief Executive Officer, it was agreed that Cabinet would also consider the issue and refer comments to the Patch Management Group.



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Moved by Councillor D. McGregor, seconded by Councillor B.R. Murray-Carr.  
**RESOLVED** that (1) approval of the policy be deferred;

(2) Senior Management Team provide a report to Executive on the issue of untidy gardens to include recommendations, options and implications.

(3) Cabinet consider the issue of untidy gardens and refer comments to the Patch Management Group.

**REASON FOR DECISION:**           **To enable further discussion of the policy in respect of untidy gardens.**

(SAMT/Cabinet)

### **1034.           RECOMMENDED ITEM FROM SUSTAINABLE COMMUNITIES SCRUTINY COMMITTEE – PATCH MANAGEMENT POLICIES, PUBLIC OPEN SPACES POLICY**

The Head of Housing presented the report to seek Executive approval of the Public Open Spaces Policy. This had had been previously considered by the Sustainable Scrutiny Committee.

The policy was intended to provide quality green spaces and to enable communities to be more involved in their management and development. The policy related to open space that was freely accessible and in public ownership or management.

Questions were raised with regards to the consultation process undertaken.

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

**REASON FOR DECISION:**           **To formally adopt a Policy for the provision, enhancement and protection of Public Open Spaces.**

(Assistant Director Leisure)

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### **1035. RECOMMENDED ITEM FROM SAFE AND INCLUSIVE SCRUTINY COMMITTEE – HOMELESSNESS STRATEGY**

The Portfolio Holder for Regeneration requested that the item be deferred to allow Members sufficient time to consider the strategy in detail.

Moved by Councillor A.F. Tomlinson, seconded by Councillor B.R. Murray-Carr **RESOLVED** that the item be deferred.

**REASON FOR THE DECISION:** To allow Members sufficient time to consider the Homelessness Strategy in detail.

### **1036. WORKING NEIGHBOURHOODS FUND MONITORING REPORT – QUARTER 3 UPDATE**

The Portfolio Holder for Regeneration presented the report to provide an update to Members on the Working Neighbourhoods Fund for the 3<sup>rd</sup> quarter of 2011.

There had been little change to unemployment figures since the last report. Members' attention was drawn to the progress on the various projects including the apprenticeship programme.

Members were advised that all monies received through WNF had now been allocated and no further funding was available.

Moved by Councillor D. McGregor, seconded by Councillor D. Kelly **RESOLVED** that the report be received.

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

### **1037. BUDGET UPDATE**

The Director of Corporate Resources presented the report to update Members on the current budget position and progress in implementing the range of savings in respect of the General Fund agreed as part of the Medium Term Financial Plan.

Members were advised that the purchase of the Council's housing stock had been successfully completed and details of the relevant loan interest rates were provided in the appendix to the report. It was added that significant savings had

## EXECUTIVE

been achieved as a result of the settlement, which would be reflected in the updated HRA Business Plan.

A further detailed report would be provided to a future meeting.

Moved by Councillor E. Watts, seconded by Councillor A.F. Tomlinson  
**RESOLVED** that the report be noted.

**REASON FOR DECISION:**       **To update Members on the current budget position.**

### **1038.           HOUSING QUARTERLY PERFORMANCE REPORT**

The Head of Housing drew Members' attention to the report which had been previously circulated. The report provided updates in respect of tenant arrears, implementation of mobile working, Choice Based Letting and repairs. A further report in respect of the first quarter of 2012 would be provided to the next meeting.

Questions were raised with regard to the new Choice Based Letting system and the criteria for allocation of properties. The Head of Housing confirmed the points and banding system used in the allocation process, which had been previously approved.

Members requested that once the Choice Based Lettings system had been established for a period of six months, that the Head of Housing provide a trend analysis of properties allocated, to include details of migration between the different areas within the district.

Members were asked to consider approval of the Bolsover Homes Standard which was appended to the report. This was intended to improve upon the Decent Homes Standard and include wider environmental issues and communal areas, as well as the interior quality of the property.

The Head of Housing drew Members' attention to the report which detailed the actions taken to increase the likelihood of the Council winning Supporting People contracts, which included warden and lifeline services.

Moved by Councillor K. Bowman, seconded by Councillor D. Kelly  
**RESOLVED** that (1) the report is noted;

(2) the Bolsover Standard be adopted as the replacement for the Decent Homes Standard;

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(3) working with other districts to maximise the opportunities provided by Derbyshire Accommodation Support Team tendering for warden services be supported.

**REASON FOR DECISION: To adopt a Bolsover Housing Standard.**

(Head of Housing)

The Head of Housing left the meeting.

### **1039. THE LOCAL GOVERNMENT (ACCESS TO INFORMATION) ACT 1985**

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

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

### **1040. PROPOSED EXTENSION OF THE CURRENT ARRANGEMENTS WITH CO-OPERATIVE BANK FOR PROVISION OF BANKING SERVICES FOR A FURTHER 5 YEAR PERIOD FROM APRIL 2012. EXEMPT – PARAGRAPH 3**

The Director of Corporate Resources presented the report to seek Members' approval to enter into a 5 year contract with the Co-operative Bank for the Council's banking services.

Members were advised that previous tender exercises had attracted little or no interest from financial institutions other than the Co-operative Bank and it had therefore been considered more time and cost efficient to seek to extend the current arrangements for a further 5 year period. The terms on offer had been benchmarked against a recent tender exercise and against what was being charged to other local authorities. This work supported the view that the terms on offer represented good value.

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Moved by Councillor E. Watts, seconded by Councillor D. McGregor  
**RESOLVED** that the Council enters into a 5 year contract with the Co-operative Bank for the provision of banking services outlined in the report.

**REASON FOR DECISION:**            **In order to ensure that the Council continues to receive the banking services that are necessary for its continued operation as an organisation.**

(Director of Corporate Resources)

The meeting concluded at 1215 hours.