

Sherwood Lodge
Bolsover
Derbyshire
S44 6NF

Date: 17th August 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 **TUESDAY, 28TH AUGUST 2012 AT 1000 HOURS.**

Register of Members' Interest - Members are reminded that a Member must within 28 days of becoming aware of any changes to their Disclosable Pecuniary Interests provide written notification to the Authority's Monitoring Officer.

You will find the contents of the agenda itemised on pages 2 and 3.


Yours faithfully,



Chief Executive Officer
To: Chairman & Members of the Executive

ACCESS FOR ALL

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 **01246 242435**
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Fax: 01246 242423



EXECUTIVE AGENDA

Tuesday 28th August 2012 at 1000 hours
Committee Room One

Item No.		Page No.(s)
	PART 1 – OPEN ITEMS	
1.	<u>Apologies for absence</u>	
2.	<u>Urgent Items of Business</u> 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.	<u>Declarations of Interest</u> Members should declare the existence and nature of any Disclosable Pecuniary Interest and Non Statutory Interest as defined by the Members' Code of Conduct 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.	<u>Minutes</u> To approve the Minutes of a meeting of the Executive held on 30 th July 2012.	Previously circulated
5.	Compliments, Comments, Complaints <i>Recommendation on Page 7</i>	4 to 33
6.	Local Government Ombudsman Annual Review Letter <i>Recommendation on Page 35</i>	34 to 38
7.	First Quarterly Monitoring Report	To Follow
8.	Budget Process for 2012/13	To Follow
9.	Welfare Reforms	To Follow
10.	Localisation of Council Tax	To Follow

- | | | |
|-----|---|-----------|
| 11. | Sheffield City Region Local Enterprise Partnership
Inward Investment Plan and Future Contributions | To Follow |
|-----|---|-----------|

PART 2 – EXEMPT ITEMS

The Local Government (Access to Information) Act 1985, Local Government Act 1972, Part 1, Schedule 12a.

Paragraphs 3 and 4

- | | | |
|-----|---|-----------|
| 12. | Project Horizon Update | To Follow |
| 13. | Recreation Close and Rogers Avenue Proposal | To Follow |
| 14. | Health Centre Development | To Follow |

***Denotes Key Decision on Forward Plan**

Committee:	Executive	Agenda Item No.:	5.
Date:	28 th August 2012	Status	Open
Category	3. Part of the Budget and Policy Framework		
Subject:	Compliments, Comments, Complaints for the period 1 st April to 30 th June 2012.		
Report by:	Customer Services Support Officer		
Other Officers Involved			
Director	Director of Corporate Resources		
Relevant Portfolio Holder	Councillor E. Watts, Portfolio Holder for Customer Services		

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 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 and complaints for the period 1st April 2012 to 30th June 2012.

Following the Customer Service Excellence recommendation, we have produced a report from the CRM (Customer Relationship Manager) scripts which provides information on Stage one complaints. As such, these have been added to the report along with the departmental breakdown.

Additionally, a departmental breakdown of compliments received has been added to ensure reporting consistency.

Compliments

Table A shows the number of written compliments received for the period. In total 20 written compliments were received (down from the previous quarter when we received 32). A good cross section of compliments received from customers appreciating excellent service, including 6 for the Environmental Health Department and 6 for the Housing Department.

Table B shows the above information by department.

Comments

Table C shows the number of written comments received for the period. All 31 (up from 22 the previous quarter) received were responded to within standard (20 working days). 7 comments were received concerning the grasscutting schedule (which was disrupted by the weather) and a further 6 comments concerned the proposed development of Bolsover.

Table D shows the above information by department.

Service Requests

The table below provides a breakdown of service requests expressing dissatisfaction with the waste collection service, made verbally by customers, and handled by Contact Centres by volume for the period 1st April 2012 to 30th June 2012.

Service Area	01/04/11– 30/06/11	Total
Missed clinical waste collection	33 (12)	33 (12)
Missed domestic or green bin collection	377 (327)	377 (327)
Missed blue box/ burgundy bin collection	112 (98)	112(98)
Total	522 (437)	522 (437)

The figures in brackets show the number of service requests escalated to the department for investigation/ action. For the same period Contact Centres handled 7,667 requests for service in total.

Complaints

Stage one

Table E shows the number of stage one complaints for the period. The customer service standard for responding to Stage one complaints is 3 working days. Please note that due to some technical difficulties the Repairs Section have not been able to update their system with the resolution to some complaints. There will be an update at the next reporting period.

Table F shows the above information by department.

Stage two

Table G shows the number of stage two or written complaints received for the period by date order. 36 complaints were received during this period, slightly down from last quarter in which we received 41 complaints. 35 (97%) were responded to within our customer service standard of 20 working days and one was extended to enable the legal position to be considered. 8 complaints concern outstanding repairs, however the repairs had been done within the timescales specified.

Table H shows the above information by department.

Stage three

Table I 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 10 stage three complaints were received, all were responded to within standard.

Ombudsman

Table J shows the status of Ombudsman complaints for 2012/13 as of 1st August 2012. During this quarter, two formal investigations were received. We received one decision of 'To discontinue investigation as there is no outstanding injustice' for a complaint from the last financial year 2011/12 and have four complaints awaiting a decision from the Ombudsman, two for the last financial year, and two for the period 1st April 2012 to 30th June 2012.

Performance

The target of 97% has been achieved for responding to stage two complaints within 20 working days for the first quarter of 2012/13.

ISSUES/OPTIONS FOR CONSIDERATION

To note the information contained in the report.

IMPLICATIONS

Financial: - None

Legal: - None

HR & Payroll: - None

RECOMMENDATION

That the report be received

REASON FOR DECISION TO BE GIVEN IN ACCORDANCE WITH THE CONSTITUTION

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

ATTACHMENTS: **Y**

Table A: Compliments summary for the period 01/04/12 – 30/06/12

Table B: Compliments summary by department 2012/13

Table C: Comments summary for the period 01/04/12 – 30/06/12

Table D: Comments summary by department 2012/13

Table E: Stage one complaints summary for the period 01/04/12 – 30/06/12

Table F: Stage one complaints summary by department 2012/13

Table G: Stage two complaints summary for the period 01/04/12 – 30/06/12

Table H: Stage two complaints summary by department 2012/13

Table I: Stage three complaints summary for the period 01/04/12 – 30/06/12

Table J: Ombudsman complaints summary for 2012/13

FILE REFERENCE: - N/A

SOURCE DOCUMENT: - N/A

Table A: COMPLIMENTS SUMMARY 01/04/12 – 30/06/12

Date Received	Area	Summary of Compliment	Departments Involved
02/04/12	Unknown	Thank you to the Tourism department - enjoyed event at Renishaw, found it very useful	Regeneration
03/04/12	South Normanton	Thanks to litter pickers for job done near A 38	Street Services
12/04/12	Pleasley	Thanks to Environmental Health team for dog sign and presence of warden in recreation park	Environmental Health
24/04/12	Pinxton	Thanks to workmen who installed adaptations to property	Housing
20/04/12	New Houghton	Thanks for support given trying to solve situation arisen with neighbour	Environmental Health
26/04/12	Hodthorpe	Thanks to workmen who installed shower, helpful and polite	Housing
03/05/12	Shirebrook	Thanks to everyone involved in residents move from Tarran bungalow to new property	Housing
08/05/12	Clowne	Impressed with bin collections and recycling efforts	Street Services
17/05/12	Creswell	Thanks to handyman, very polite and did brilliant job	Housing
17/05/12	Glapwell	Thanks for help and advice given in relation to plans for extension to property	Regeneration
21/05/12	Unknown	Many thanks for prompt attention to request in relation to monitoring of traffic noise and information from the Planning Department	Planning Customer Services Environmental Health
23/05/12	Unknown	Thanks to team who dealt with customer in relation to pollution service	Environmental Health
30/05/12	South Normanton	Prompt reply from Dog Warden in response to questions about dog chipping	Environmental Health
30/05/12	Tibshelf	Prompt action by Derbyshire County Council in relation to road repairs when handled by 'enquiries' and Contact Centres	Customer Services
25/06/12	Hodthorpe	Speedy removal of flytipping on site in Hodthorpe	Environmental Health
25/06/12	Creswell	Speedy response when lost key to outhouse, thanks to Contact Centre and operative who attended the next day	Customer Services Housing
27/06/12	Creswell	Thanks to the electrician who did a great job on the light fitting, thanks also to the Council for being prompt	Housing
31/05/12	Clowne	Thanks to Customer Advisor for help searching for planning information on CD view	Customer Services
01/06/12	Unknown	Thanks to Lifeline team for all their assistance	Housing
08/06/12	Clowne	Thank you to Bolsover Wellness programme	Leisure

Table B: Compliments Summary by Department 2012/13

Department/Section	01/04/12 – 30/06/12	01/07/12 – 30/09/12	01/10/12– 31/12/12	04/01/13 – 31/03/13	Total
	No. of Compliments	No. of Compliments	No. of Compliments	No. of Compliments	No. of Compliments
Customer Services	3				3
Community Services					
Democratic Services					
Environmental Health	6				6
Finance & Revenues					
Housing	6				6
Legal					
Leisure	1				1
Planning	1				1
Regeneration	2				2
Strategy & Performance					
Street Services	2				2
Totals	21				21

Table C: SUMMARY OF COMMENTS 01/04/12 – 30/06/12

Date Received	Area	Summary of Comment	Departments Involved	Date Response Sent	No of work days	Summary of Response
03/04/12	Shirebrook	Complaint regarding proposed changes to council's annual leaseholders charge	Housing	03/05/12	20	Council to send out responses to leaseholders, original charge no longer levied and separate invoices raised for ground rent and service charges. Fee is in line with service provided
05/04/12	South Normanton	Unhappy with not being able to use offices on Saturday	Customer Services	04/05/12	19	Rationale for decision to close provided
11/04/12	Unknown	Unhappy that toilets have been removed and that supermarket is being built on Sherwood Lodge site	Regeneration	04/05/12	17	Explanation of toilet closure and new development
26/04/12	Stanfree	Further points raised in relation to response received regarding council tax rebate	Finance & Revenues	23/05/12	18	Advice given in response to original complaint still relevant
01/05/12	Shirebrook	Clean up of area around Brackenridge Estate	Street Services	30/05/12	20	Area to be maintained
02/05/12	Bolsover	Did not receive correspondence in relation to Morrisons meeting and would like to complain about proposed plans for site	Planning Strategy & Performance Regeneration	24/05/12	15	Explanation of the Planning process provided
02/05/12	Shirebrook	Why do newspapers have to be kept separate in burgundy bin when it is all emptied into one vehicle	Street Services	28/05/12	17	Explanation of process of separation of recycle
03/05/12	Barlborough	Wants explanation of which plastics can be recycled	Street Services	29/05/12	18	Explanation of recycle

Table C: SUMMARY OF COMMENTS 01/04/12 – 30/06/12

Date Received	Area	Summary of Comment	Departments Involved	Date Response Sent	No of work days	Summary of Response
08/05/12	Unknown	Further comments on removal of toilets on Cavendish Walk and Morrisons development	Planning Strategy & Performance Regeneration	06/06/12	19	Residents are able to object to planning application once received
10/05/12	Bolsover	Unhappy with Morrisons development and not being consulted	Regeneration Planning	24/05/12	10	Explanation of the Planning process
14/05/12	South Normanton	Recycling questions	Street Services	06/06/12	15	Explanation of recycle
16/05/12	South Normanton	Unhappy that the Council are removing one of two green bins	Street Services	14/06/12	19	Explanation of waste collection rounds and weights
17/05/12	Bolsover	Unhappy with siting of petrol station at Morrisons	Regeneration Strategy & Performance	14/06/12	18	Explanation regarding regeneration of town centre
18/05/12	Bolsover	Long queue at Bolsover Contact Centre, still queued for over an hour on return	Customer Services	14/06/12	17	Explanation of current staff resource issues
18/05/12		Unhappy that wife has been refused reduced rate in council tax and is challenging the decision, not aware needed to pay rent on garage site when bought	Housing Finance & Revenues	08/06/12	13	Disabled Relief gone to appeal and explanation of garage site rent given
21/05/12	Creswell	Bin not emptied and unsure what they can put in it	Street Services	12/06/12	14	Explanation of recycle provided
21/05/12	South Normanton	Tidy up area after grass cut	Street Services	06/06/12	10	Explanation of grass cutting procedure
22/05/12	Shirebrook	Grass cutting in area not happening	Street Services Leisure	06/06/12	11	Explanation of grasscutting procedure

Table C: SUMMARY OF COMMENTS 01/04/12 – 30/06/12

Date Received	Area	Summary of Comment	Departments Involved	Date Response Sent	No of work days	Summary of Response
30/05/12	Tibshelf	Questions regarding bins & liability if it causes an accident	Street Services	28/06/12	19	Explanation of liability
31/05/12	Bolsover	Further comments about proposed development	Strategy & Performance	02/07/12	20	Confirmed previous answer still correct
06/06/12	Tibshelf	Would like street lights turning off at night	Regeneration	29/06/12	17	Bolsover District Council not consulted and hold no information regarding this matter
06/06/12	Clowne	Does not agree with development of plans for Villa Park Clowne	Planning Legal	02/07/12	18	Clowne Parish Council matters
06/06/12	Bolsover	Grass overgrown in some areas	Street Services	03/07/12	18	Apology and explanation regarding weather delaying cutting
06/06/12	Bolsover	Grass overgrown in some areas	Street Services	03/07/12	18	Apology and explanation regarding weather delaying cutting
07/06/12	Bolsover	Wants floor sealing to prevent ingress of ants	Housing	11/06/12	2	Advised of work to be carried out
07/06/12	Bolsover	Does not agree with development of plans for Sherwood Lodge	Regeneration Strategy & Performance	04/07/12	18	Explanation regarding regeneration of town centre
11/06/12	Creswell	Grass overgrown in some areas	Street Services	06/07/12	19	Apology and explanation regarding weather delaying cutting
12/06/12	Creswell	Would like a copy of access audit report for Creswell Leisure Centre	Leisure	10/07/12	20	Copy of report supplied
14/06/12	Langwith Junction	Questions regarding bins	Street Services	09/07/12	17	Apology and monitoring will take place

Table C: SUMMARY OF COMMENTS 01/04/12 – 30/06/12

Date Received	Area	Summary of Comment	Departments Involved	Date Response Sent	No of work days	Summary of Response
22/06/12	Shirebrook	Grass overgrown in some areas	Street Services	06/07/12	10	Apology and explanation regarding weather delaying cutting
25/06/12	Clowne	Linear Park wall damaged	Leisure	11/07/12	12	Wall to be repaired

Table D: Comments Summary by Department 2012/13

Department/Section	01/04/12 – 30/06/12			01/07/12 – 30/09/12			01/10/12– 31/12/12			04/01/13 – 31/03/13			Total		
	No. of Comments	No. Responded to in time	No. responded to out of time	No. of Comments	No. Responded to in time	No. responded to out of time	No. of Comments	No. Responded to in time	No. responded to out of time	No. of Comments	No. Responded to in time	No. responded to out of time	No. of Comments	No. Responded to in time	No. responded to out of time
Customer Services	2	2											2	2	2
Community Services															
Democratic Services															
Environmental Health															
Finance & Revenues	2	2											2	2	2
Housing	3	3											3	3	3
Legal	1	1											1	1	1
Leisure	3	3											3	3	3
Planning	4	4											4	4	4
Regeneration	7	7											7	7	7
Strategy & Performance	5	5											5	5	5
Street Services	14	14											14	14	14
Total	41	41											41	41	41

Table E: Summary of Stage One Complaints 01/04/12 – 30/06/12						
Date Received	Area	Summary of Complaint	Departments Involved	Date Resolved/ Or Progressed to Stage 2 Complaint	No of work days	Remedy
03/04/12	Barlborough	Bin not emptied due to bin lid raised	Street Services	Resolved by Service area 06/04/12	3	Bin would be emptied the following week and side refuse taken
03/04/12	Shirebrook	Tenant fallen on path as in bad state of repair	Housing	Awaiting Service Area Response		Complaint handled by department but no report on resolution
05/04/12	Whaley Thorns	Black bin had been missed	Street Services	Resolved by Service area 11/05/12	3	Bin emptied following week and side refuse taken
05/04/12	Whaley Thorns	Black bin had been missed	Street Services	Resolved by Service area 11/05/12	3	Bin emptied following week and side refuse taken
05/04/12	Tibshelf	Bin had been missed	Street Services	Resolved by Service Area 12/04/12	4	Bin emptied following week and side refuse taken
12/04/12	Shirebrook	Customer complaining about the treatment from Shirebrook Market Management	Regeneration	Service Area Resolved 13/04/12	2	Spoke to Market Manager and complainant, asked Market Manager to resolve. No further action taken. Market now transferred to Shirebrook Town Council

12/04/12	Shirebrook	Customer complaining about his neighbour's bin being emptied into his. The neighbour has dogs and he does not want dog waste in his bin	Street Services	Resolved by Contact Centre Manager 12/04/12	1	Refuse contacted the customer explained that the original crew know not to do this but it is a different crew this week. Assured customer it would not happen again
13/04/12	Bolsover	Customer complaining that operative was abusive	Street Services	Resolved by Service Area 25/04/12	9	Street Services stated tried to telephone customer no reply and that the customer could not provide registration number so complaint not actioned by service area
13/04/12	Tibshelf	Green bin had been missed.	Street Services	Resolved by Contact Centre Manager 17/04/12	3	Refuse Team to visit customer to resolve problem
13/04/12	Bolsover	Black bin had been missed	Street Services	Resolved by Contact Centre Manager 13/04/12	1	Refuse Team visit customer to assess why this seems to be an ongoing problem
13/04/02	Bramley Vale	Mess left by operatives when carrying out repair	Housing	Awaiting Service Area Response		Complaint handled by department but no report on resolution
13/04/12	Shirebrook	Water leaking from flat above - reported 20 days ago and still not resolved	Housing	Awaiting Service Area Response		Complaint handled by department but no report on resolution
16/04/12	Stanfree	Black bin had been missed	Street Services	Contact Centre Manager 17/04/12	1	Refuse team returned and emptied missed bin on 20/04/12

17/04/12	Shirebrook	Length of time taken to carry out guttering repairs - water leaking onto neighbours property	Housing	Awaiting Service Area Response		Complaint handled by department but no report on resolution
18/04/12	Bolsover	Customer complaining about the electrical upgrade and the length of time taken for Contractors to respond	Housing	Resolved by Service Area 25/04/12	6	Emailed Contractors for update on work including renew kitchen. Customer informed
18/04/12	Creswell	Repair has been cancelled and put back another month - tenant has had time off work	Housing	Awaiting Service Area Response		Complaint handled by department but no report on resolution
20/04/12	Bolsover	Customer complaining that refuse driver driving dangerously	Street Services	Resolved by Contact Centre Manager 27/04/12	6	Spoke to Refuse and due to the time scales involved difficult to investigate. Customer not made any further contact to submit the details in writing - case closed
20/04/12	Hodthorpe	Council operative ran over and killed customer's cat	Housing	Resolved by Contact Centre Manager 24/04/12	3	Contact Centre Manger contacted repairs team – who were already aware of situation. Repairs contacted customer to discuss the incident
24/04/12	Creswell	Complaining about Grounds Maintenance – standard of grass cutting	Street Services	Resolved by Contact Centre Manager 27/04/12	4	Requested that grass cutting carried out better next time – customer happy with response

25/04/12	Newton	Outhouse roof repair and smell of stagnant water	Housing	Resolved by Service Area 26/04/12	2	Order raised with Contractor to repair roof
26/04/12	South Normanton	Length of time waiting for update on repair	Housing	Resolved by Service Area 26/04/12	1	Passed to Contractors and tenant informed
27/04/12	Glapwell	Complaining that the refund policy for bulky refuse had not been explained fully	Customer Services	Resolved by Contact Centre Manager 27/04/12	1	Refund regarding bulky actioned. Customer happy with outcome
27/04/12	Barlborough	Flooding on front garden	Housing	Awaiting Service Area Response		Complaint handled by department but no report on resolution
02/05/12	South Normanton	Black bin had been missed	Street Services	Resolved by Service Area 03/05/12	2	Street Services resolved bin emptied following week and side refuse taken.
02/05/12	Blackwell	Burgundy bin had been missed	Street Services	Resolved by Contact Centre Manager 03/05/12	2	Arranged for crew to go back following week to empty burgundy bin

08/05/12	Pinxton	Customer complaining that his black bin had been missed on a number of occasions	Street Services	Resolved by Contact Centre Manager 08/05/12	1	Arranged for crew to go back that day to empty black bin due to number of occasions missed
09/05/12	Blackwell	Burgundy bin had been missed	Street Services	Resolved by Contact Centre Manager 09/05/12	1	Arranged for crew to go back following week to empty burgundy bin and take any side waste
09/05/12	Bolsover	Brickwork repair not being carried out for the past 12 months	Housing	Awaiting Service Area Response		Complaint handled by department but no report on resolution
10/05/12	Blackwell	Burgundy bin had been missed	Street Services	Resolved by Service Area 11/05/12	2	Arranged for crew to go back following week to empty burgundy bin and take any side waste
17/05/12	Bolsover	Burgundy bin caddies were being emptied into the refuse lorry	Street Services	Resolved by Contact Centre Manager 18/05/12	2	Manager spoke to refuse section who will address this problem with the Contractors
18/05/12	Bolsover	Black bin operative was abusive	Street Services	Resolved by Service Area 18/05/12	1	Service Area Manager dealt with member of staff on the 18/05/12
19/05/12	Bolsover	Timescale for carrying out shower repair	Housing	Awaiting Service Area Response		Complaint handled by department but no report on resolution
22/05/12	Newton	Customer complaining that he has not heard anything from Grounds Maintenance with regard to the cutting down of tree	Street Services	Resolved by Contact Centre Manager 28/05/12	5	Manager spoke to Grounds Maintenance who will visit customer to resolve issues

23/05/12	Blackwell	Customer complaining that she had not received a refund from cancelled bulky request	Street Services	Resolved by Contact Centre Manager 24/05/12	2	Bulky refund request confirmed by Service Area Manager refunded and informed customer
24/05/12	Pleasley Vale	Black bin had been missed	Street Services	Resolved by Contact Centre Manager 29/05/12	4	Manager spoke to customer to relay correct bin collection days
26/05/12	South Normanton	Tenant dissatisfied with the newly fitted bath and the workmanship of the repair to tiles	Housing	Awaiting Service Area Response		Complaint handled by department but no report on resolution
31/05/12	Stanfree	Customer complaining with regard to no action being taken with neighbours untidy garden.	Housing	Resolved by Contact Centre Manager 31/05/12	1	Arranged for Ranger to attend and resolve issue
31/05/12	Stanfree	Customer complaining that he has not heard anything from Grounds Maintenance with regard to the cutting down of tree	Street Services	Resolved by Contact Centre Manager 31/05/12	1	Manager spoke to Grounds Maintenance who will contact customer direct to resolve issues
06/06/12	Bolsover	Complaining about attitude of Ranger	Housing	Resolved by Service Area 12/06/12	5	Manager of Service Area explained to customer steps undertaken when they receive a complaint
06/06/12	Creswell	Customer complaining about the driving of the refuse vehicle	Street Services	Resolved by Service Area 08/06/12	3	Drivers reminded about careful driving

06/06/12	Bolsover	Tenant dissatisfied with the work to the dining room ceiling	Housing	Awaiting Service Area Response		Complaint handled by department but no report on resolution
06/06/12	Tibshelf	Tenant dissatisfied with the with standard of work from TIS contractors	Housing	Awaiting Service Area Response		Complaint handled by department but no report on resolution
08/06/12	Whaley Thorns	Black bin missing and has to purchase new one	Street Services	Resolved by Service Area 22/06/12	11	Refuse Co-ordinator explained Council Policy to customer with regard to missing bins
12/06/12	South Normanton	Black bin had been missed	Street Services	Resolved by Service Area 13/06/12	2	Street Services state that bin was not out, confirmed by tracker system
13/06/12	Clowne	Tenant has had time off work and the workmen have not arrived to carry out repair	Housing	Awaiting Service Area Response		Complaint handled by department but no report on resolution
18/06/12	Shirebrook	Complaining that Grounds Maintenance broke window when cutting lawns	Street Services	Passed to Stage 2 31/07/12	1	Grounds Maintenance state were in area but not at the time the customer stated. Grounds Maintenance not accepting blame on 18/06/12. Passed to Stage 2
19/06/12	Creswell	Black bin had been missed	Street Services	Resolved by Service Area 19/06/12	1	Arranged for crew to go back and empty black bin. Crew returned same day

19/06/12	Shirebrook	Tenant dissatisfied with the repair carried out	Housing	Awaiting Service Area Response		Complaint handled by department but no report on resolution
21/06/12	Whaley Thorns	Black bin had been missed	Street Services	Resolved by Service Area 21/06/12	1	Arranged for crew to go back and empty black bins
22/06/12	Hodthorpe	Tenant reported wall and path outside on several occasions but had no response regarding a repair	Housing	Awaiting Service Area Response		Complaint handled by department but no report on resolution
22/06/02	Clowne	Resident dissatisfied about being woken up before 8am by Council repairs operatives working on neighbouring property	Housing	Awaiting Service Area Response		Complaint handled by department but no report on resolution
27/06/12	Whitwell	Tenant dissatisfied that her repair had been cancelled and she had rearranged appointments	Housing	Awaiting Service Area Response		Complaint handled by department but no report on resolution

Table F: Stage One Complaints Summary by Department 2012/13

Department/Section	01/04/12 – 30/06/12			01/07/12 – 30/09/12			01/10/12– 31/12/12			04/01/13 – 31/03/13			Total		
	No. of Stage One Complaints	No. Responded to in time	No. responded to out of time	No. of Stage One Complaints	No. Responded to in time	No. responded to out of time	No. of Stage One Complaints	No. Responded to in time	No. responded to out of time	No. of Stage One Complaints	No. Responded to in time	No. responded to out of time	No. of Stage One Complaints	No. Responded to in time	No. responded to out of time
Customer Services	1	1													
Community Services															
Democratic Services															
Environmental Health															
Finance & Revenues															
Housing	22	4*	2*												
Legal															
Leisure															
Planning															
Regeneration	1	1													
Strategy & Performance															
Street Services	28	21	7												
Total	52														

* Technical issues with reporting facility

Table G: Summary of Stage Two Complaints 01/04/12 - 30/06/13

Date Received	Area	Summary of Complaint	Departments Involved	Date Response Sent	No of work days	Remedy
05/04/12	Creswell	Claims complaint letters not responded to, wants compensation due to poor workmanship	Housing Customer Services	20/04/2012	9	Appropriate action taken but service could have been improved if a Contact Centre Manager had been informed of the repeat contact. Kitchen and door on planned works schedule to be fitted June 2012. Council insurers have received claim and will contact complainant direct
10/04/12	Creswell	Landlord not been granted direct payments	Finance & Revenues	02/05/12	16	Explanation of appeals process
17/04/12	Pinxton	Repeatedly asked for bin to be returned to property	Street Services Customer Services	16/05/12	20	Does not fulfil criteria for assisted bin collection
20/04/12	Hardstoft	Awaiting planning application decision, feels it is taking too long	Planning	10/05/12	13	Complex history to site
23/04/12	Bolsover	How the Planning Department have dealt with an application for neighbouring property	Planning	08/05/12	9	Explanation of planning regulations
30/04/12	Clowne	Issues with children's' swimming lessons at Creswell Leisure Centre	Leisure	10/05/12	7	Apology and explanation of how programme works
01/05/12	Warsop Vale	Unhappy with letter sister has received regarding notice of exemption due to being severely mentally impaired	Finance & Revenues	10/05/12	6	Apology for tone of letter. Will speak to providers of the software to try to change, however some wording needs to remain as legislation bound

Table G: Summary of Stage Two Complaints 01/04/12 - 30/06/13

Date Received	Area	Summary of Complaint	Departments Involved	Date Response Sent	No of work days	Remedy
01/05/12	Bolsover	Damp been reported since June 2010 wants work carried out or re-housing	Housing	15/05/12	9	Explanation of work done and planned. Confirmation that housing is allocated in line with policy
02/05/12	Doncaster	Wants a meeting to negotiate council tax liability at a new development	Finance & Revenues Planning	23/05/12	14	Council Tax is payable and not negotiable
03/05/12	Creswell	Claim form for benefits brought into Clowne at beginning of December 2011 and not had response	Finance & Revenues	16/05/12	8	Apology for length of time to process claim, but complex application
09/05/12	Shirebrook	Unhappy with state of ladies changing rooms at Creswell Leisure Centre	Leisure	24/05/12	11	Apology for cleanliness, reminder issued to Leisure Centre staff and explanation of 'pinch points', i.e. high usage time
09/05/12	Creswell	Green bin put out for collection and now either lost or stolen would like replacement	Street Services	28/05/12	13	Second hand replacement bin supplied
09/05/12	Shuttlewood	Problems with neighbours and are thinking of moving out of district	Community Services	24/05/12	11	Explanation of events
10/05/12	Shirebrook	Council property adjoining private property in poor state of disrepair, various issues including drains and rat problems	Housing Environmental Health Regeneration	31/05/12	15	Explanation of actions taken
10/05/12	South Normanton	No response from department regarding wanting their	Housing	01/06/12	16	Housing Needs Officer has spoken to tenant's mother with

Table G: Summary of Stage Two Complaints 01/04/12 - 30/06/13

Date Received	Area	Summary of Complaint	Departments Involved	Date Response Sent	No of work days	Remedy
		daughter rehoused to cater for a guide dog				regard to additional information required
10/05/12	Creswell	Complaint against benefits officer and the way the claim has been handled in relation to having their niece stay with them	Finance & Revenues	28/05/12	12	Apology for asking for further information when already received sufficient information to process claim
22/05/12	Sutton-in-Ashfield	Tried to hand back father's keys after he passed away but constant engaged tone for department. Informed Council of death in April but was not given information on how to proceed	Housing Customer Services	15/06/12	16	Apology for distress
22/05/12	Shirebrook	Litter and fly tipping on footpath in Shirebrook and also anti-social behaviour	Community Services Street Services	01/06/12	8	Street Scene Manager arranged with Tenants Association to clear and Street Services to pick up waste
22/05/12	Newton	Unhappy with visit from Street Services team in relation to requesting assisted garden maintenance	Street Services	12/06/12	12	Explanation of criteria and offer of re-visit
24/05/12	Harrogate	Complaint that the Council has chosen in-house services in relation to the tender Tangent Enterprise Centre	Procurement Regeneration	02/07/12	25	Invitation to Tender clearly stated there would be no re-imburement for cost of tendering and formal feedback available through company used in tendering process

Table G: Summary of Stage Two Complaints 01/04/12 - 30/06/13

Date Received	Area	Summary of Complaint	Departments Involved	Date Response Sent	No of work days	Remedy
25/05/12	Barlborough	Complaint arising from Freedom of Information request response relating to street sweeping in Slayley View area	Street Services	26/06/12	20	Explanation of road sweeping main roads
31/05/12	Blackwell	Overgrown trees at neighbouring location	Street Services	02/07/12	20	Trees are the responsibility of Derbyshire County Council
01/06/12	South Normanton	Does not think information provided in Subject Access request is complete	Housing	29/06/12	18	Data Protection response complete, further information relating to the property supplied under Freedom of Information legislation
07/06/12	Bolsover	Believes the land to be developed is designated open space	Legal	04/07/12	18	Explanation about land appropriation
07/06/12	South Normanton	Various repairs to property and wants new kitchen	Housing	04/07/12	18	Repairs done and others to be inspected
08/06/12	Bolsover	Refund not paid immediately	Customer Services Environmental Health	04/07/12	17	Apology for delay to refund pest control charge
12/06/12	Tibshelf	Burgundy bin collection keeps being missed	Street Services	09/07/12	19	Apology for missed bin collections due to ongoing access issues
14/06/12	South Normanton	Non-response from Housing Department	Housing	10/07/12	18	Explanation of job history to date

Table G: Summary of Stage Two Complaints 01/04/12 - 30/06/13

Date Received	Area	Summary of Complaint	Departments Involved	Date Response Sent	No of work days	Remedy
15/06/12	Langwith	Wants recovery action suspending pending appeal	Housing Finance & Revenues	11/07/12	18	Explanation of how housing/ council tax related debt has accrued due to benefit overpayment - dispute over capital
18/06/12	Bolsover	Repeatedly ask for a radiator fitting in the porch	Housing	13/07/12	19	Radiator to be fitted as a pilot scheme to alleviate damp problems
18/06/12	London	Dissatisfied with outcome of a Freedom of Information request	Strategy & Performance	11/07/12	17	Explanation of the timescales for Freedom of Information request requests as defined by legislation
18/06/12	Bolsover	Wants compensation toward flooring - damage caused by leaks	Housing	16/07/12	20	Housing Technical Officer to visit and assess
15/06/12	Blackwell	Would like housing in Blackwell	Housing	11/07/12	18	Explanation of housing allocation system
27/06/12	Bolsover	Condition of land in Bolsover after preliminary dig	Regeneration	20/07/12	17	Explanation regarding regeneration for town centre
27/06/12	Creswell	Neighbour's unwanted green bin holding hay and food for animals taken back by Street Services	Street Services	20/07/12	17	Should not use bin as a storage facility
27/06/12	Shirebrook	Feels InTouch article inaccurate with regard to Council Tax Freeze	Strategy & Performance	25/07/12	20	Explanation of all actions taken

Table H - Complaints (Stage 2) Summary by Department 2012/13

Department/Section	01/04/12– 30/06/12			01/07/12– 30/09/12			01/10/12 31/12/12			04/01/13– 31/03/13			Total 2012/13		
	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
Customer Services	4	4													
Community Services	2	2													
Democratic Services															
Environmental Health	2	2													
Finance & Revenues	6	6													
Housing	12	12													
Legal	2	1	1*												
Leisure	2	2													
Planning	3	3													
Procurement	1	1													
Regeneration	3	3													
Strategy & Performance	2	2													
Street Services	8	8													
Total	47	46	1*												

* Holding letter sent to allow consideration by the Legal Department

Table I: Summary of Stage Three Complaints 01/04/12– 30/06/12

Date Received	Area	Summary of Complaint	Departments Involved	Date Response Sent	No of work days	Remedy
03/04/2012	Bolsover	Not happy with the information provided in Stage 2 response in relation to repairs at the property	Housing	03/05/2012	1	Apology for confusion arisen in relation to information provided in Stage 2 response. Should have been notified that work had been completed
12/04/12	Bolsover	Not had updated information in relation to repairs to property	Housing	10/05/12	20	Explanation of actions taken to date
20/04/12	Pinxton	Continuing problems with condensation and issues in relation to communal area	Housing	11/05/12	14	Initially waiting for a part and now completed. Two extractor fans fitted to combat condensation and damp. Decoration to communal area to be completed within next few weeks
14/05/12	Clowne	Does not agree that housing application was not suspended as a result of the Housing Department error	Housing	31/05/12	12	Re-iterated advice given in Stage 2 response still correct, application remains suspended but not as a result of reminder to send in application form
14/05/12	Clowne	Wants an extension to the Discretionary Housing Allowance due to changes in benefit legislation	Finance & Revenues	31/05/12	12	Re-iterated advice given in Stage 2 response still correct, discretionary housing allowance only intended to be a short term payment
16/05/12	Bolsover	Not happy with Stage 2 response in relation to damp and condensation at property	Housing	14/06/12	19	Re-iterated advice given in Stage Two and also advised further work to be carried out by contractors to affected wall

Table I: Summary of Stage Three Complaints 01/04/12– 30/06/12

Date Received	Area	Summary of Complaint	Departments Involved	Date Response Sent	No of work days	Remedy
17/05/12	Clowne	Would like all parents to be consulted prior to children's swimming lessons being arranged at Creswell Leisure Centre	Leisure	01/06/12	7	Re-iterated advice given in Stage 2 response still correct
29/05/12	Doncaster	Wants reduction in his company's liability for Council tax on development	Finance & Revenues	28/06/12	20	Explanation of Council tax liability and the need to pay as soon as possible to avoid further recovery action
06/06/12	Bolsover	Not happy with resolution from Street Services regarding grasscutting to open plan area	Housing Street Services	04/07/12	20	Grounds maintenance for this area to be reviewed
07/06/2012	Nottingham	Still not happy with response to his Subject Access request – believes information can be extracted in relation to CAN Ranger job	ICT Strategy & Performance	05/07/12	20	Advice given in Stage Two response re-iterated – no further information held

Table J: Summary of Ombudsman Complaints 2012/13

Date Received	Area	LGO's Summary of Complaint	Departments Involved	Date Response sent	No. of Calendar Days	Date Decision Letter Received	Ombudsman's Decision
22/12/11	Clowne	Says council refusing to re-house him as he has arrears from former tenancy. But tenant denies this as he does not agree with paying the four weeks notice period	Housing	20/01/12 & 28/03/12	22	22/05/2012	To discontinue investigation as there is no outstanding injustice
09/03/12	Clowne	Informal - Questions in relation to Disability Facilities Grant	Environmental Health	20/03/12	11	22/06/2012	Not to initiate an investigation (formerly Ombudsman's Discretion) - finds no evidence of maladministration by the council
13/03/12	Shirebrook	Feels BDC have failed to take action to prevent flooding on his street. Claims BDC and DCC are trying to lay responsibility with the other Further information requested 14/5/12	Regeneration	23/03/2012 12/6/12	10		Awaiting decision
17/01/12	Whitwell	Complaint against council's failure either to adapt his former flat or move him somewhere more appropriate within a reasonable timescale Further information requested 9/5/12	Housing	15/02/2012 22/5/12	29		Awaiting decision

Table J: Summary of Ombudsman Complaints 2012/13

Date Received	Area	LGO's Summary of Complaint	Departments Involved	Date Response sent	No. of Calendar Days	Date Decision Letter Received	Ombudsman's Decision
08/06/12	Barlborough	Council Tax arrears led to resident facing bankruptcy	Revenues & Finance	02/07/12	24		Awaiting decision
14/06/12	Bolsover	Would like compensation for taking a day off work to await contractor to carry out repair	Housing	09/07/12	23		Awaiting decision

Committee:	Executive	Agenda Item No.:	6.
Date:	28 th August 2012	Status	Open
Category	3. Part of the Budget and Policy Framework		
Subject:	Local Government Ombudsman's Annual Review Letter		
Report by:	Customer Services Support Officer		
Other Officers Involved	Director of Corporate Resources		
Relevant Portfolio Holder	Councillor E. Watts, Portfolio Holder for Customer Services		

RELEVANT CORPORATE AIMS

CUSTOMER FOCUSED SERVICES – Providing excellent customer focused services

STRATEGIC ORGANISATIONAL DEVELOPMENT – Continually improving our organisation.

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

TARGETS

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

VALUE FOR MONEY

N/A

THE REPORT

Purpose

To provide information contained within the Annual Review 2011/12 from the Local Government Ombudsman (LGO).

The letter contains an annual summary of statistics on the complaints made about the Authority for the year ending 31 March 2012 and includes

information in relation to the changes of the Local Government Ombudsman's role.

Both the letter and the statistical report have been appended for Members' information.

Key points from the Statistical Report:

- The LGO received 10 enquiries and complaints during 2011/12, of which 5 were forwarded to the Investigative Team.
- Our average response time to first enquiries was 20 calendar days, much shorter than our 2010/11 performance (26.5 days) and well within the LGO's target of 28 days.
- The LGO has no concerns about our response times and there are no issues arising from the complaints.
- The LGO decided 5 complaints, 3 were found to have no or insufficient evidence of maladministration/ service failure, 1 was to discontinue the investigation and 1 resulted in a local settlement.

ISSUES/OPTIONS FOR CONSIDERATION

The contents of the report.

IMPLICATIONS

Financial: - None

Legal: - None

Human Resources: None

RECOMMENDATION

That Executive receive the report and the LGO Annual Review 2011/12.

REASON FOR DECISION TO BE GIVEN IN ACCORDANCE WITH THE CONSTITUTION

To keep Members informed of Ombudsman complaints

ATTACHMENTS: - Annual Review Letter 2011/12 dated 22nd June 2012

FILE REFERENCE:

SOURCE DOCUMENT:

22 June 2012

Local Government
OMBUDSMAN

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

Dear Mr Lumley

Annual Review Letter

I am writing with our annual summary of statistics on the complaints made to me about your authority for the year ended 31 March 2012. I hope the information set out in the enclosed tables will be useful to you.

The statistics include the number of enquiries and complaints received by our Advice Team, the number forwarded by the Advice Team to my office, and decisions made on complaints about your authority. The decision descriptions have been changed to more closely follow the wording in our legislation and to give greater precision. Our guidance on statistics provides further explanation ([see our website](#)).

The statistics also show the time taken by your authority to respond to written enquiries.

I am pleased to say that I have no concerns about your authority's response times and there are no issues arising from the complaints that I want to bring to your attention.

Changes to our role

I am also pleased to have this opportunity to update you on changes to our role. Since April 2010 we have been exercising jurisdiction over the internal management of schools on a pilot basis in 14 local authority areas. This was repealed in the Education Act 2011 and the power restored to the Secretary of State for Education. During the short period of the pilot we believe we have had a positive impact on the way in which schools handle complaints. This was endorsed by independent research commissioned by the Department for Education which is available [on their website](#).

Our jurisdiction will end in July 2012 and all complaints about internal school matters will be completed by 31 January 2013.

From April 2013, as a result of the Localism Act 2011, local authority tenants will take complaints about their landlord to the Independent Housing Ombudsman (IHO). We are working with the IHO to ensure a smooth transition that will include information for local authority officers and members.

/....

Supporting good local public administration

We launched a new series of Focus reports during 2011/12 to develop our role in supporting good local public administration and service improvement. They draw on the learning arising from our casework in specific service areas. Subjects have included school admissions, children out of school, homelessness and use of bankruptcy powers. The reports describe good practice and highlight what can go wrong and the injustice caused. They also make recommendations on priority areas for improvement.

We were pleased that a survey of local government revenue officers provided positive feedback on the bankruptcy focus report. Some 85% said they found it useful.

In July 2011, we also published a report with the Centre for Public Scrutiny about how complaints can feed into local authority scrutiny and business planning arrangements.

We support local complaint resolution as the most speedy route to remedy. Our training programme on effective complaint handling is an important part of our work in this area. In 2011/12 we delivered 76 courses to councils, reaching 1,230 individual learners.

We have developed our course evaluation to measure the impact of our training more effectively. It has shown that 87% of learners gained new skills and knowledge to help them improve complaint-handling practice, 83% made changes to complaint-handling practice after training, and 73% said the improvements they made resulted in greater efficiency.

Further details of publications and training opportunities are on [our website](#).

Publishing decisions

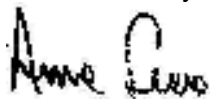
Following consultation with councils, we are planning to launch an open publication scheme during the next year where we will be publishing on our website the final decision statements on all complaints. Making more information publicly available will increase our openness and transparency, and enhance our accountability.

Our aim is to provide a comprehensive picture of complaint decisions and reasons for councils and the public. This will help inform citizens about local services and create a new source of information on maladministration, service failure and injustice.

We will publish a copy of this annual review with those of all other English local authorities on our website on 12 July 2012. This will be the same day as publication of our Annual Report 2011/12 where you will find further information about our work.

We always welcome feedback from councils and would be pleased to receive your views. If it would be helpful, I should be pleased to arrange a meeting for myself or a senior manager to discuss our work in more detail.

Yours sincerely



Anne Seex
Local Government Ombudsman

Committee:	Executive	Agenda Item No.:	11.
Date:	28 th August 2012	Category	Open
Category:	Decision within the functions of Executive	Status	
Subject:	Sheffield City Region Local Enterprise Partnership Inward Investment Plan and Future Contributions		
Report by:	Economic Development and Investment Manager		
Other Officers involved:			
Director	Director of Development		
Relevant Portfolio Holder	Councillor E. Watts, Leader of the Council		

RELEVANT CORPORATE AIMS

REGENERATION – Developing healthy, prosperous and sustainable communities by attracting new business investment, encouraging business growth and creating new employment opportunities

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

TARGETS Detailed in the SCR Inward Investment MOU (Source document).

VALUE FOR MONEY By working as part of the Sheffield City Region the Council is able to maximise the opportunities to attract inward investment into the District.

THE REPORT

1 Background

1.1 The Council has played an active role within the Sheffield City Region (SCR) for a number of years. In April 2011 approval was given for Bolsover to join the SCR as a Board member of the newly formed Local Enterprise Partnership (LEP). Led by local authorities and businesses across functional economic areas, LEPs provide the vision, knowledge and strategic leadership, to drive sustainable private sector growth and job creation.

1.2 Following the creation of the LEP Board a number of priorities were set including the need to strengthen City Region collaboration to encourage inward investment. Considered to be the means of attracting new foreign and domestic commercial investment, to create jobs and increase wealth for the local economy.

- 1.3 The LEP Board supported the setting up of the LEP Investment Team, led by an SCR Director of Inward Investment. On January 18, 2012, an Investment Plan was presented to the SCR Board and was endorsed. This included agreement to setting up a small team which would focus on proactively seeking out new investment opportunities.
- 1.4 As a result of the closure of the Regional Development Agencies (RDAs) and changes to the UK Trade and Investment (UKTI) delivery approach, a significant gap existed in new investment lead generation. Between May 2011 and January 2012, only 3 new investment projects for the City Region had been received under the new arrangements. Whereas, in 2010-2011, RDA Investment teams generated more than 200 investment projects, resulting in approx. 23,000 new or safeguarded jobs nationally.
- 1.5 Local authority investment teams have a proven track record in their ability to convert new investment leads. However, most have limited capacity to proactively seek out new investment opportunities.

2 Key Elements of the Investment Plan

- 2.1 A LEP Investment Team will work with local authorities, private sector and universities to develop strong, niche, propositions.
- 2.2 Propositions will be proactively marketed through proven delivery channels to generate a pipeline of City Region investments. These delivery channels include UKTI, Intermediaries, direct company engagement with niche propositions, and successful local authority delivery teams.
- 2.3 The LEP Investment Team will concentrate on generating new investment opportunities from companies based outside the City Region. Investment projects will be managed by the LEP Investment Team up until a location decision has been made by the investor. At that point, the responsibility of securing the investment (and future investments) will be passed to local authority delivery teams.
- 2.4 With clearly defined roles, local authority delivery teams and the LEP Investment Team will provide the full complement of investment services from project identification to delivery. Four delivery channels will make up the bulk of investment activities. These are:
- LEP Investment Team,
 - Local Authority Investment Teams,
 - LEP Sector Groups and
 - Private Sector.
- 2.5 The LEP Investment Team will manage and deploy proven lead generation tactics by engaging with UKTI, intermediaries, industry bodies/events and individual companies. Some 50%-70% of new investment results from existing investors, the LEP Investment Team will provide support and leadership to local authority delivery teams to capture potential expansion and also to safeguard jobs.

2.6 Decision criteria determined by each investor will be captured and reported for each new lead identified. This data will be reported through the UKTI National Pipeline Tool, recently rolled out to the LEP Investment Team and local authority partner organisations.

2.7 A minimal number of full time staffing positions have been created to form the new team to complement the capability of local authorities delivery teams and contracting out appropriate support as needed. These are:

- Director,
- Inward Investment,
- Research and Proposition Coordinator and
- Sector Specialists x 3.

2.8 This structure will minimise staffing costs and allow the greatest amount of flexibility to adapt to changing investment conditions.

2.9 Marketing activities including branding and web-related activities will be delivered through existing marketing teams where expertise, platforms and capabilities currently exist. This approach will avoid duplication and reduce costs associated with investment promotion activities. This activity is driven by an SCR Investment Marketing group which includes representation from local authorities as well as marketing professionals from the private sector.

3 Evaluation and Outputs

3.1 The Inward Investment Advisory Board is to be established to report back to the LEP Board.

3.2 Data reported will include new leads generated, source, conversion rates, investment successes and jobs created/safeguarded. In addition an analysis detailing the reasons investment wasn't secured for SCR.

3.3 Evaluation will encompass the local authority delivery teams, LEP sector groups and the LEP Investment Team. The evaluation will ensure equal responsibility for delivery and transparency.

3.4 Starting at a base of only 3 investment leads from UKTI last year, the LEP Investment Team will aim to identify 25-35 credible investment projects from outside the City Region. In addition support will be given to local authority delivery teams to match 25-35 additional projects from the existing investor base, resulting in an investment pipeline of 50-70 projects for the next year.

4 Budget and Funding

4.1 In January 2012 the SCR LEP Board endorsed the Investment Plan to establish the LEP Investment Team funded through the Business Rate Growth generated from Enterprise Zone sites.

4.2 The rate retention system relating to Enterprise Zone sites takes effect in April 2013, therefore it was agreed that the upfront activity of the Investment Team would be funded via a temporary loan from local authorities. The commitment was made on the basis that over the coming

years, income generated from Business Rate growth on Enterprise Zone sites will be used to repay the initial loan from local authorities, as well as to ensure the ongoing sustainability of the Investment Team.

4.3 Funding has been budgeted for the initial 2 years of the Investment Plan staffing and project related costs as follows: £445K in year one, and £680K in year two with a total expenditure of £1,175,000. These costs represent the total loan values from 8 local authorities.

4.4 The loan repayment is scheduled to begin from April 2014, with the total amount of loan based on a previously agreed formula is set out below.

Local Authority	Weight %	STAFFING			PROJECT			
		2012/2013 £	2013/2014 £	Yr 1. Total £	2012/2013 £	2013/2014 £	Yr 2. Total £	TOTAL £
Sheffield	33.33	83,333	83,333	166,667	£81,667	143,333	225,000	391,667
Rotherham	16.67	41,667	41,667	83,333	40,833	71,667	112,500	195,833
Doncaster	16.67	41,667	41,667	83,333	40,833	71,667	112,500	195,833
Barnsley	16.67	41,667	41,667	83,333	40,833	71,667	112,500	195,833
NE Derbyshire	4.17	10,417	10,417	20,833	10,208	17,917	28,125	48,958
Chesterfield	4.17	10,417	10,417	20,833	10,208	17,917	28,125	48,958
Bolsover	4.17	10,417	10,417	20,833	10,208	17,917	28,125	48,958
Bassetlaw	4.17	10,417	10,417	20,833	10,208	17,917	28,125	48,958

4.5 The LEP has yet to decide on other priorities for which this funding stream will be used, following the repayment of the loan from local authorities. Further work on this will be progressed collaboratively with City Region Partners over the coming months.

5 LEP Business Rate Uplift Projections

5.1 Some initial modelling work has been carried out in order to assess the probable levels of income from Enterprise Zone sites. The initial projections are subject to further refinement and sensitivity testing as actual income depends on a number of factors including – level of development, phasing of development, type of end user, business rate collection rate etc... Revised projections will be shared with Chief Executives and the wider LEP Board in September / October 2012.

5.2 The following information can be used as a guide to indicate the level of business rate growth and therefore level of income likely to be generated:

- On the Enterprise Zone business rate relief sites capturing BRU is 53 hectares of the total 145 hectares, (92 hectares consisting of sites allocated for Enhanced Capital Allowances (ECA)). It is estimated that business rate growth from year one could total £1.2m. Taking in to consideration the ECA sites, this growth could be considerably higher. This initial income, along with future growth, will be available for the LEP to direct the spend of in line with its priorities
- To date, known (new business located e.g. at Evolution@AMP) or expected (investment yet to be announced) business investment on

Enterprise Zone sites has already generated approximately £800,000 in Business Rate Growth per annum

Both of these projections give a high level of certainty that the initial local authority loan will be covered by early Business Rate Growth on Enterprise Zone sites.

ISSUES FOR CONSIDERATION

Member support for the funding of the Inward Investment Plan will strengthen the strategic partnership arrangements and clearly demonstrate continued commitment to the work of the SCR LEP, and to the economic and employment growth in the City Region.

The successful establishment of the Enterprise Zone will attract new inward investment to grow the City Region economy and ensure the repayment of the local authority loan arrangements.

It is worth noting the additional funding packages following the recent announcement under City Deals. The SCR will establish a transformative local skills funding model to address skills gaps in key growth sectors. The Deal will lever £44.4m of local public and private sector investment in return for £27.8m of devolved funding from Central Government, to create 4,300 new apprenticeships and 2,000 additional qualifications in key sectors. SCR will also receive new financial powers as part of the Deal to strengthen the City Region's economic self-reliance, through a SCR Investment Fund (SCRIF). These packages will provide flexible financial tools to invest in growth, develop infrastructure, create jobs and stimulate inward investment.

IMPLICATIONS

Financial: The Inward Investment Plan contributions, reimbursed through business rates generated are detailed below:

INWARD INVESTMENT PROJECT			
BOLSOVER CONTRIBUTIONS	2012/2013	2013/2014	TOTAL
STAFFING	£10,417	£10,417	£20,834
PROJECT	£10,208	£17,917	£28,125
TOTAL	£20,625	£28,334	£48,959

Officers are of the view that the most appropriate way of funding this contribution is by a charge to revenue which will be funded by an equivalent contribution from the Transformation Reserve

Legal: The agreement for the loan will have to be produced and approved.

Human Resources: None for Bolsover

RECOMMENDATION

That the Council agree to fund the LEP Inward Investment Plan staffing and project costs of £20,625 for 2012/13 and £28,334 for 2013/14 be approved, to be funded by a contribution from the Transformation Reserve.

ATTACHMENT:

FILE REFERENCE:

SOURCE DOCUMENT: SCR Inward Investment MOU

Committee:	Executive	Agenda Item No.:	9.
Date:	28 th August 2012	Status	Open
Category	1. Decision within the functions of Executive 2. Part of the Budget and Policy Framework		
Subject:	Welfare Reforms		
Report by:	Assistant Director of Resources		
Other Officers Involved	Benefits Manager Billing and Recovery Manager		
Director	Director of Corporate Resources		
Relevant Portfolio Holder	Councillor E. Watts, Leader of the Council		

RELEVANT CORPORATE AIMS

STRATEGIC ORGANISATIONAL DEVELOPMENT
CUSTOMER FOCUSED SERVICES – Providing excellent customer focused services
SOCIAL INCLUSION – Promoting fairness, equality and lifelong learning.

TARGETS

ALL

VALUE FOR MONEY

The proposals in this report outline the forthcoming changes proposed under the Welfare Reform Act and consider the impact on local residents and on resources within the Authority to implement the changes.

1. BACKGROUND

1.1 Welfare Benefit Reform incorporates a number of changes to the benefit system which are intended to increase the incentive to work and reduce costs by some 10%. However, one impact of excluding some beneficiaries such as current pensioner couples results in a greater burden falling on others, particularly those in the working age population. The table below shows the working age population in Bolsover and those of **current** pensionable age who will be excluded from the changes.

Bolsover (2010) mid-year population estimates - ONS Crown Copyright Reserved [from Nomis on 13 July 2012]					
Population estimate (2010)	74600				
Age	Total		Employment Rate		
Aged 0 - 15	13,600		Age 16-64 - 34,800 in employment		
Aged 16 - 64	47,400		Age 16-64 - 75% (+/- 8%) in employment		
Aged 65 and over	13,600				
	74,600				
All of these figures are subject to varying degrees of confidence intervals/levels, etc.					

There are a series of changes introduced by the government as part of the Welfare Reform Act which will be implemented gradually in the years up to 2017. Major changes which come into force in April 2013 include:

1.2 The Benefit Cap

From April 2013 Central Government will be introducing a maximum 'benefit cap' for all benefit claimants.

For couples and lone parents the cap will be set at £500.00 per week and for single adults the cap will be £350.00 per week.

The cap will apply to the combination of the following benefits:

- Job Seekers Allowance
- Income Support
- Employment and Support Allowance (except where paid alongside ESA support component)
- Housing Benefit
- Child Benefit
- Child Tax Credits
- Carer's Allowance
- Maternity Allowance
- Universal Credit (from October 2013)

Any combination of the above benefits, totalling over £500.00 or £350.00 per week, will be subject to a 'benefits cap'. The DWP estimates that currently 15 households will be affected by this change in Bolsover.

Where applicable the benefit cap will be enforced by Local Authorities via a reduction in Housing Benefit. In the future it is anticipated that the benefits cap will be delivered via Universal Credit.

The following Benefits will **NOT** be taken into consideration when calculating the total income to which the cap will be applied:

- Council Tax Support
- Social fund payments
- Working Tax Credits
- Disability Living Allowance/Attendance Allowance
- Industrial Injuries Benefit
- Personal Independence Payments (from April 2013)
- Employment and Support Allowance if paid with the Support Component
- War Widows or War Widower's Pension

There will, however, be a 'grace period' whereby the benefits cap will not be applied for 39 weeks to those who have been in work continuously for the previous 12 months and who lose their job through no fault of their own.

1.3 Social Sector Under Occupation Changes

1.3.1 Housing Benefit entitlement for working age customers, occupying Social Sector Housing (i.e. Housing Association and Council Properties) will be subject to a restriction to their Housing Benefit. This applies should the property that they occupy be larger than their household requirements.

For Housing Benefit purposes one bedroom will be allowed for each person/couple living as part of the household, with the following exceptions:

- A child of 15 or under will be expected to share with another child of the same gender;
- A child of 9 or under will be expected to share with another child of 9 or under regardless of gender.

1.3.2 A bedroom will be allowed for a non-resident carer where they provide overnight care for the claimant or their partner. The extra 'bedroom' will be awarded in cases where the Local Authority is satisfied of the requirements for care and the arrangements that have been put in place.

The 'eligible' rent will be subject to a 14% restriction for being one bedroom under occupied and will be restricted by 25% for being two bedrooms under occupied.

1.3.3 A short term solution is to apply for Discretionary Housing Payments (DHPs). However, it is important to note that DHPs are normally only awarded for a temporary period in order to allow individuals time to explore their options. Likewise, grant levels in respect of DHPs are very limited.

1.4 Council Tax Support

1.4.1 From April 2013 Council Tax Benefit will end. However, it will be replaced by a local scheme called 'Council Tax Support'.

Funding for any new scheme will be reduced by 10% of that provided for Council Tax Benefit and therefore it is envisaged that changes will have to be made in order to account for the reduced funding.

1.4.2 Claimants of current pensionable age will not be affected by any change from Council Tax Benefit to Council Tax Support. The Council has been working collaboratively with other Derbyshire Districts and the County to establish a common approach. This has been challenging due to the different demographics of each authority. The government has advised that authorities must consult on the proposed scheme before it is adopted by the Council, for a minimum of 8 weeks. A consultation plan has been drafted for the exercise which will take place throughout September and October. A separate report which appears elsewhere on this agenda details the proposals for a new Council Tax Benefit Scheme.

1.5 Universal Credit

1.5.1 The Government is proposing to introduce a new type of Benefit known as 'Universal Credit' commencing from October 2013.

Universal Credit will replace a range of Benefits including:

- Job Seekers Allowance
- Housing Benefits
- Child Tax Credits
- Working Tax Credits
- Income Support
- Income Related Employment and Support Allowance.

1.5.2 Universal credit will be implemented incrementally, although there are no details from government yet as to how. All 'Working' age customers will be assessed under Universal Credit by October 2017. Payment of Universal Credit will be administered by the DWP using an on-line system with alternative access kept to a minimum, and an on-line system for reporting of

changes of circumstances. Payments will be made monthly directly into bank accounts. The plan is for Her Majesty's Revenue and Customs (HMRC) to have a new IT system which will operate on 'real time' PAYE information from claimants thereby allowing benefit payments to be automatically adjusted.

1.6 Personal Independence Payment

1.6.1 Disability Living Allowance (DLA) is to be replaced with a new benefit called Personal Independence Payment from April 2013. DLA is a non means tested non-taxable benefit that is awarded according to a person's care needs (care component) and/or mobility difficulties (mobility component). There are currently three levels of care component and two levels of mobility component.

1.6.2 The Personal Independence Payment (PIP) is to be maintained as non means tested and non-taxable. The assessment of care and mobility needs is to shift to one undertaken by an independent health professional (i.e. not the claimant's GP or specialist) and to focus around new criteria. The new PIP structure has two levels of care component and two levels of mobility component.

1.6.3 All existing claimants of DLA will be re-assessed under this new framework between autumn 2013 and 2016. As set out in the DWP Personal Independence Payment Impact Assessment, the government intention is to reduce the 'caseload' (i.e. number of claimants), and the overall cost of DLA by 20% through the introduction of PIP.

DWP claimant data for August 2011 indicates that there are between 25,000 and 27,000 claimants of DLA of working age in Derbyshire, all of whom will be subject to re-assessment.

1.7 Social Fund – Community Care Grants and Crisis Loans

1.7.1 The Social Fund is a system of grants and loans paid to individuals usually with criteria about receiving means-tested benefits. The national framework for some parts of the Social Fund is to be replaced with local provision administered by upper tier and unitary authorities – these being Community Care Grants, and Crisis Loans for living expenses and items following a disaster. Other aspects of the 'discretionary social fund' are to be rolled into the Universal Credit as Short Term Advances, and Budgetary Advances.

1.7.2 Social Fund payments associated with maternity, funeral expenses, and cold weather payments will be retained by the DWP. The funding and responsibility will be transferred for April 2013 onwards. The 2009/10 spend for Crisis Loans in Derbyshire was £995,700; and for Community Care Grants was £1,030,200. However there is downward pressure on the Social Fund spend from Government, particularly on Crisis Loans, so the actual figures for 2012/13 are likely to be lower than this.

1.7.3 There are other changes to be introduced as part of the Welfare Reform Act which includes for example Child Tax Credits and Employment Support Allowance. All the changes as proposed at this point are scheduled in Appendix 1.

2. ISSUES/OPTIONS FOR CONSIDERATION

2.1 The Authority is obliged to implement those elements of Welfare Reform legislation for which it is responsible. Whilst officers are working through the changes and highlighting points of impact on residents the full impact is not yet known. This reflects a combination of the fact that some of the schemes are administered by DWP and the data is not available to local authorities.

Secondly, local authorities are awaiting revised software which will enable us to analyse our own data in order to assess the impact on local residents. It is anticipated that the additional information required will start to become available by the end of this month.

3. IMPLICATIONS

3.1 Financial: There may be an increase in housing rent arrears and Council Tax arrears arising from reduced household/personal income. This will result in both loss of income to local authorities and increased administration costs in recovering monies due. For those in receipt of benefits there will be a number of local residents who see a significant reduction in their income levels.

3.2 Legal: The Council is required to implement legislation and continues to be responsible for collecting Council Tax and housing rents.

3.3 Human Resources: It is anticipated that there will be an increase in the face to face and telephone contacts with frontline staff as enquiries increase about the impact of the changes. This will impact on telephone answering times and waiting times within the Revenues and Benefits Service and Customer Service. The Housing service is likely to receive an increase in applications for smaller properties which are not currently available from within existing stock.

RECOMMENDATIONS that the Executive

- 1. Notes the content of the report on Welfare Benefit reforms and potential local effects.**
- 2. Notes that a Welfare Benefit Reform officer working group has been established to coordinate communication, training/briefings and monitoring the impact of the new legislation.**

3. **Notes that a general communication campaign to inform and raise awareness of the changes and the advice /help that is available from both within the Revenues and Benefits, and Housing services as well as relevant advice agencies is being put together, that information is being made available through the Council's website, newsletters In Touch and Homing In.**
4. **Notes that proactive work is being undertaken with advice agencies in order to develop a comprehensive signposting and referral service to support those affected.**
5. **Approves the establishment of a pilot project to be undertaken in South Normanton through which residents will be advised about the welfare reform changes through face to face contacts at the Contact Centre and via the telephone through the Revenues and Benefits Service. Benefits staff will also work from the Contact Centre to provide one to one advice. It is proposed the pilot operates during October and November 2012.**
6. **Notes that a series of briefing and training events will be arranged for staff and members.**

REASON FOR DECISION TO BE GIVEN IN ACCORDANCE WITH THE CONSTITUTION

To inform members of the parameters of the changes to be introduced as part of the Welfare Reform Act and to approve the Council's response to communicate the changes to residents and to monitor the impact of the legislation.

ATTACHMENTS: Appendix 1 Welfare Reform Act changes

<http://www.dwp.gov.uk/policy/welfare-reform/legislation-and-key-documents/welfare-reform-act-2012/welfare-reform-draft-regulations/>

Committee:	Executive	Agenda Item No. 8
Date:	28th August, 2012	Status: Open
Category:	3. Part of the Budget & Policy Framework	
Subject:	Budget Process for 2012/13	
Report by:	Director of Corporate Resources	
Other Officers: Involved	Assistant Director of Corporate Resources/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

All.

VALUE FOR MONEY

This Report is part of the budget process which challenges existing spending levels to ensure that resources are effectively used and directed towards the delivery of the Corporate Aims.

1 BACKGROUND:

- 1.1 The Medium Term Financial Plan was approved at Council on the 15th February 2012. It was agreed at that stage that budgets and progress against the savings target would be reported back to Members on a regular basis. The first of such reports was taken to Executive at its meeting of 2nd April 2012 and this report provides a further update regarding progress concerning the achievement of the budgeted level of savings. While there is clearly a significant time lag between the April 2012 report and this report to Executive Committee in August 2012 an interim report was not considered to be appropriate due to the fact that in previous months there have been some significant uncertainties regarding the position in respect of the agreed savings targets. These have now largely been resolved and the position as set out within this report should be a good indication of the likely outturn position in respect of our achievement of financial savings.

- 1.2 A report elsewhere on this agenda outlines the outcome of the budget monitoring exercise which has been conducted at the end of the first quarter of the 2012/13 financial year. It is helpful to consider this report alongside that concerned with budget monitoring.
- 1.3 In addition to considering the budget in respect of the current financial year this report also sets out the position in respect of 2013/14 and future financial years. The Medium Term Financial Plan had forecast a shortfall of £0.628m in respect of 2013/14 on the basis that all of the targeted savings in respect of 2012/13 were fully secured to help address the ongoing impact of the Comprehensive Spending Review on the Council.

2 GENERAL FUND BUDGET POSITION

- 2.1 The financial savings as agreed by Council in February 2012 are set out within the Medium Term Financial Plan as follows:

Summary of Identified Savings

Proposal	2012/13	2013/14
	£000's	£000's
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	101	101
Reduction in non employee budgets	204	200
Essential Car User Review	0	200
Savings to be Identified	0	628
Overall Savings Target	975	1,879

- 2.2 The sections below provide a brief summary of the progress that has been secured in achieving each of the above savings:
- 2.3 **Vacancy Savings £0.250m:** These need to be secured during the course of the financial year by an on going process of vacancy management. In the first instance it is important to note that there have been relatively limited opportunities for achieving savings. This reflects the fact that turnover rates amongst staff have declined reflecting the wider position within the national economy. Where posts have become vacant they have generally been in areas where not to recruit to the post would have a direct impact on front line services, or would result in a corresponding loss of resources to the Council. On the basis of the evidence to date £105,000 of actual savings were identified in the first quarter of which £20,000 related to a saving which has been assumed with the Corporate Services saving target.

On the basis of current trends and given that the position as at August has not changed significantly from that as at the end of the first quarter an overall saving level of £100,000 would seem to represent a prudent and reasonable assumption for the full financial year.

- 2.4 **Environmental Health Review £0.1m:** A Joint Service has now been instituted between Bolsover and North East Derbyshire as part of the Strategic Alliance which should generate the savings agreed within the budget. A revised establishment structure is currently out for formal consultation and this is a key strand in the strategy of achieving the agreed level of savings. Interim measures that have been put in place to reduce costs pending the introduction of the new structure should, however, assist in achieving financial savings. With the structure only being implemented part way through the current financial year the profile of the savings will be below the budgeted saving. It is anticipated that the savings in 2012/13 will now be £0.035m. While the figure of £0.180m is still being assumed in respect of 2013/14 this will be kept under review given the limited progress that has been made to date.
- 2.5 **Head of Service Review £0.120m :** The detailed recommendations required in order to implement this restructure and achieve the appropriate savings were agreed by both Council's on the 28th March 2012, and the process of implementation has now effectively been concluded. Officers are now in the process of making the budget adjustments which are necessary to reflect these managerial changes and have calculated that the savings will be £0.150m. Given that the costs of restructuring will be charged against the Transitional Grant available to the Council full year revenue savings will be secured in respect of 2012/13.
- 2.6 **Garage and Fleet Review £0.050m:** The outcome of this review has been formally approved by Members and is in the process of implementation. The majority of the savings arise, however, from the implementation of MOT testing. While good progress is being made in implementing these changes they do require a range of formal approvals and notifications which result in a longer timeframe for implementation. Ultimately a combination of increased income and reduced costs will save Bolsover just under £0.040m in a full year. Realistically in the current year this is only likely to yield £0.020m.

In addition to the savings resulting from the introduction of MOT testing potential savings in management costs and vehicle management arrangements have been identified which officers will give further consideration to once the MOT testing arrangements are in place.

- 2.7 **Other Strategic Alliance Reviews £0.150m:** This consists of a Corporate Services Review and a Street Scene review. With respect to the Corporate Services Review the following savings have been identified:

Corporate Services Savings	£000's
Corporate Training Budgets	28
Secondment of Monitoring Officer / Strategic Alliance.	32
Legal & Other Maternity Leave	30
Reduced Costs of Shared Services (Procurement / Internal Audit)	5
Total (Target £100k)	95

While the current figures are marginally below the identified target of £0.100m it should be noted that it is anticipated that all of the identified savings will be achieved in the current financial year. For future financial years, however, the savings achieved will reduce to a figure of £0.065m per annum. It is therefore recommended that Management Team be tasked with identifying further efficiencies to meet this savings target with respect from 2013/14 onwards.

- 2.8 **Street Scene Review :** Significant progress has been made in respect of the Street Scene review and a detailed report on progress to date will be brought to Members in the near future. In the current financial year it would be reasonable to assume that savings of £25,000 will be achieved if Members are of the view that it would be appropriate to move to achieve the financial savings which are currently available.
- 2.9 **Remove Allowance for Pay Award £0.1m :** On the basis of announcements from the employers side it is unlikely that any national pay offer will be made by the employers in respect of 2012/13. Accordingly this provision has been removed from the approved budget.
- 2.10 **Reduction in Non Employee Budgets £0.204m:** The accountancy team have undertaken a desktop review of all General Fund budgets considering in particular the adequacy of budgets against the level of actual expenditure incurred in 2011/12. This has indicated there are a range of budgets which should either be reduced to reflect potential savings or increased to reflect cost pressures. Full details of this exercise are set out in the first quarters monitoring report which appears elsewhere on this agenda. In summary changes are recommended which should secure net savings of £0.158m. The budget monitoring also identified savings in respect of interest rates which should secure further savings of £0.108m. Taken together these will secure an overall level of efficiency savings of £0.266m which should also be achievable in respect of 2012/13. These will, however, be partially offset by the fact that £28,000 of the savings have already been assumed within the Corporate Services savings. Given the significance of the scale of the changes in the Council's budgets it is considered appropriate that they be reported to and approved by Council. Given the importance of securing the underlying savings the Chief Financial Officer has instructed that the changes should be actioned in the ledger with immediate effect in order to ensure that officers are working to these budgets at the earliest opportunity.

Prior to a report being taken to Cabinet on the 16th September cost centre managers will be given the opportunity to make representations concerning the budgets that have been amended, which will be subject to the consideration of the Budget Working Group. The position will continue to be actively monitored and where necessary further adjustments to budgets will be recommended to Executive and or Council as is appropriate. Subject to the agreement of Executive it is recommended that the proposed budget changes should be reported to Council for approval at its meeting of 16th September.

- 2.11 While good progress is being made against all of the above targets it should be noted that the inevitable delay in implementing agreed policies means that full year savings will not be achieved in all areas. Future reports to Members will provide a more detailed analysis of the savings that will be secured in both 2012/13 and future years as the implementation of each stage is completed.

3 OVERVIEW IN RESPECT OF POSITION CONCERNING SAVINGS

- 3.1 The progress that has been made in securing our savings target is summarised in the table below. While further work remains to be done to secure certain of these savings officers are of the view that the assumed level of savings is a prudent one. In summary the details provided indicate that by the end of the current financial year the Council will be £0.2m short of securing its agreed savings target and budget. This figure is in line with that arrived at within the first quarters monitoring report.

A summary of the position in respect of the 2012/13 savings target is set out in the table below:

Proposal	2012/13 Target	2012/13 Projected	2013/14 Target	2013/14 Projecte d
	£000's	£000's	£000's	£000's
Vacancy Saving (inc disestablishment of posts)	250	100	250	100
Environmental Health Review	100	35	180	100
Head of Service Review	120	150	120	150
Garage and Fleet Review	50	20	50	67
Other Strategic Alliance Reviews : Corporate Services	100	95	100	60
Other Strategic Alliance Reviews : Street Scene	50	25	50	50
Remove allowance for Pay Award	101	101	101	101
Reduction in non employee budgets (inc interest savings)	204	238	200	183
Essential Car User Review	0	0	200	200
Clowne Relocation	0	0		100
Savings to be Identified	0	211	628	768
Overall Savings Target	975	975	1,879	1,879

4 POSITION IN RESPECT OF 2013/14

- 4.1 The earlier sections of this report have been concerned with the position in respect of the current financial year (2012/13). On the basis of the figures given in the table (above) if the Council is able to secure the full level of currently assumed savings in respect of 2012/13 then we will have a budget deficit of some £0.2m at the year end unless other measures are put in place.
- 4.2. The Table given in 3.1 indicates that in overall terms the Council will be in a position to benefit from the full level of £0.975m of 2012/13 savings in 2013/14. That will leave the Council with an issue of securing further indicative savings of £0.7m for the next financial year (2013/14). While that figure obviously has a range of uncertainties around it including the fact that the level of Government Grant will not be released until November or December 2012, it needs to be recognised that it is clear that this and all other District Council's will need to achieve significant financial savings for next financial year.
- 4.3 Given the requirement to achieve savings in respect of both the current and next financial year the Senior Alliance Management Team has been requested by the Budget Working Party to identify a range of savings for consideration by the next meeting of this Executive on 26th September 2012. The intention of this process is that the Council will begin the process of identifying and agreeing savings in order to secure the savings of £0.2m necessary to balance the budget in 2012/13, together with savings of £0.5m as a contribution towards the savings requirement in respect of 2013/14.
- 4.4 This report effectively commences the Council's budget process in respect of 2013/14 and an indicative timetable is given below. The key target dates for agreement of the budget are set out in the table below:

Target	Event / Date
SAMT proposals concerning savings options brought to Executive for consideration. Where appropriate Consultation process commences.	26 th September 2012 (Executive)
Outcome of Consultation Process, etc reported back to Executive	22 nd October 2012 (Executive) / 19 th November 2012 (Executive)
Budget Scrutiny	26 th November 2012
Second Quarters Budget Monitoring / MTFP Update to Executive (Budget)	10 th December 2012
Government Grant Settlement	December 2012
Council	12 th December
Updated MTFP to include Grant Figures, draft Expenditure Budgets and savings proposals.	January 2013 Executive, Scrutiny Committees, Council).
Council (MTFT / Budget)	13 th February 2013
Special Council (Council Tax)	1 st March 2013

It should be noted that as part of the budget process regular updates will be taken to both Executive and Audit Committee.

5 RECOMMENDATIONS

- 5.1 That Executive notes the report and the progress that has been made in achieving the agreed level of savings in the budget in respect of both the current (2012/13) and future financial years.**
- 5.2 That Executive agrees the proposals as set out within the report concerning a process to achieve further savings to assist in balancing the budget position in the current financial year where a shortfall approaching £0.2m has been identified, and in future financial years where an indicative shortfall of £0.7m has been identified in respect of 2013/14.**
- 5.3. That Executive requests a report detailing the proposals of SAMT concerning the achievement of the savings outline in paragraph 5.2 (above) be brought back to the next meeting of this Committee on 26th September 2012.**
- 5.4. That the Budget Working Group considers any requests for the reinstatement of budgets provisionally removed as part of the process of securing the targeted level of savings from non employee budgets.**
- 5.5. That the position as set out within this report be reported to Council at its meeting of 19th September 2012.**

EXECUTIVE

Minutes of a meeting of the Executive of Bolsover District Council held in Committee Room One, Sherwood Lodge, Bolsover, on Monday 30th July 2012 at 1000 hours.

PRESENT:-

Councillor A.F. Tomlinson – In the Chair

Members:-

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

Officers:-

W. Lumley (Chief Executive Officer), B. Mason (Director of Corporate Resources), S.E.A. Sternberg (Solicitor to the Council), P. Campbell (Head of Housing) (to minute no. 273), S. Chambers (Communications Officer), G. Galloway (Building and Property Contracts Manager), B. Truswell (Head of Shared Procurement) (from minute no. 269) and R. Leadbeater (Democratic Services Officer).

262. APOLOGIES

Apologies were received from Councillors D. McGregor and E. Watts.

263. URGENT ITEMS OF BUSINESS

The Chairman had consented to the report 'Extension to Solid Fuel Heating Replacement and Kitchen Replacement Contract' being considered as an urgent item of business.

264. EXTENSION TO SOLID FUEL HEATING REPLACEMENT AND KITCHEN REPLACEMENT CONTRACT

The Building and Property Contracts Manager presented the report to seek Members' authority to extend existing contracts. The two, three year contracts had incorporated an annual renewal clause which was based on satisfactory performance of the contractor. Authority was sought to extend the solid fuel heating replacement contract for a third and final year and to extend the kitchen replacement contract for a second year, with delegated authority to approve the third and final year.

EXECUTIVE

Members were advised that the contractors' performance so far had been considered satisfactory and it was therefore recommended that the existing contracts continue through 2012/13.

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

RESOLVED that (1) Authority be given to extend the Heating Replacement contract with Neil Shacklocks Ltd of Sutton in Ashfield and the Kitchen Replacement contract with PK Electrical Ltd of Chesterfield to cover the 2012/13 financial year.

(2) the Assistant Director of Regeneration in consultation with the Chief Executive Officer and Leader or Deputy Leader be given delegated authority to implement the final year's extension (2013/14) to the kitchen replacement contract, based on satisfactory performance from the contractor and acceptable pricing structure going forward.

REASON FOR DECISION: In order to extend the existing contractual arrangements in accordance with the existing contract to enable the delivery of the Council's Approved Capital Programme.

(Assistant Director of Regeneration)

265. DECLARATIONS OF INTEREST

There were no declarations of interest submitted.

266. MINUTES – 2ND JULY 2012

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

RESOLVED that the minutes of a meeting of the Executive held on 2nd July 2012 be approved as a true record.

267. JOINT BOARD DECISION NOTICES – 16TH JULY 2012

Moved by Councillor K. Bowman, seconded by Councillor B.R. Murray-Carr

RESOLVED that the decision notices from the meeting of the Joint Board held on 16th July 2012 be noted.

EXECUTIVE

268. DETAILED FINANCIAL OUTTURN 2011/12

The Director of Corporate Resources presented the report to provide Members with the detailed outturn position in respect of the 2011/12 financial year. Members were advised that the audit of accounts was progressing well and that the end of year balances in respect of both General Fund and HRA had shown improvement against the budgeted position.

Attention was drawn to the appendices and Treasury Management report which had been provided for Members' consideration. The Director of Corporate Resources reported that a technical breach of the Treasury Management limits had been identified. This had arisen out of the necessity for the Council to have available funding to be in a position to buy itself out of the HRA subsidy system. To enable the transfer of funding it had proved necessary to invest part of the HRA buy out funding overnight with the Council's own bank. This had led to a breach of the maximum level of funding which the Council had agreed to hold in one financial institution. The exposure to risk in the long term had however been significantly reduced as these funds would no longer be invested externally.

In response to questions the Director of Corporate Resources was of the view that other authorities may have been in a similar position due to the requirement to ensure that sufficient funds were available to make the transfer.

Members asked questions in respect of a number of issues contained within the report to which the Director of Corporate Resources agreed to provide a written explanation. Discussion took place on the recurrent charges in relation to the old Council depot building and the acceptable levels of Housing Revenue Account balances. The Director of Corporate Resources provided a detailed explanation on the reasons for the removal of internal recharges from General Fund budgets.

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

RESOLVED that Members note the report and in particular the financial outturn position in respect of 2011/12, and approve:

- a) The proposal by the Chief Financial Officer to improve the budgetary control of controllable income and expenditure budgets by the removal of recharges and depreciation charges from the General Fund budgets until the year end.
- b) The carry forward requests totalling £2.468m for the individual capital schemes detailed in Appendix 5.
- c) That a further report providing an update in respect of the Medium Term Financial Plan be brought to the next meeting of Executive.

EXECUTIVE

REASON FOR DECISION: To inform Members of the Council's financial outturn in respect of 2011/12 and to agree proposed carry forwards from 2011/12 to 2012/13 in respect of the Council's Capital Programme.

(Director of Corporate Resources)

The Head of Shared Procurement joined the meeting during the following item.

269. HOUSING DEPARTMENT QUARTERLY UPDATE

The Head of Housing presented the report to provide Members with an update on housing matters to the end of the first quarter of 2012/13.

Updates were provided on the level of rent arrears, progress on Supporting People Contracts and an Anti-Social Behaviour monitoring system which had been sponsored by the Police. A report on the latest benefits and savings achieved though the introduction of mobile working would be presented to the Strategic Alliance Management Team and Executive in due course.

Discussion took place on the Choice Based Lettings system which was introduced in January 2012. Members were advised that the Improvement Scrutiny Committee had identified this as an area for review. Further to concerns raised by Members in relation to the current lettings information available to them, Members were encouraged to participate in surveys sent out by the Improvement Scrutiny Committee to put forward their views. The Portfolio Holder for Housing Management also agreed to feedback Executive Members' comments to the Improvement Scrutiny Committee. The Head of Housing provided further detail on the housing allocations policy and points system.

The Tenant Participation Group had supported a recommendation to join the Tenant Participation Advisory Service (TPAS) at a cost of £1,240 per annum, which Members were requested to approve. This provided members of TPAS with access to information, research, consultancy and training in relation to service delivery and involvement of tenants groups.

Members' attention was drawn to the statistical and performance information provided with the report. The Head of Housing responded to Members' questions in relation to the information provided.

EXECUTIVE

Moved by Councillor K. Bowman, seconded by Councillor D. Kelly
RESOLVED that (1) the performance of the Housing Service be noted;

(2) the Council join the Tenant Participation and Advisory Service (TPAS) for the remainder of the financial year, and to continue membership if the Tenant Participation Group consider it provides value for money.

REASON FOR DECISION: To update Members on the progress of key services.

(Head of Housing)

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

Moved by Councillor K. Bowman, seconded by Councillor A. Syrett
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 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.

271. FORMER TENANT ARREARS WRITE OFFS EXEMPT – PARAGRAPH 2

The Head of Housing presented the report to seek Members' approval to write off former tenant arrears where the debt had proven irrecoverable.

In response to questions from Members, the Head of Housing advised that these debts related to deceased tenants where the estate did not have sufficient funds to repay the debt and untraceable former tenants. A number of sources were used to attempt to locate debtors wherever possible, including the services of a national tracing agency.

Members' attention was drawn to the detailed schedule of arrears provided with the report.

Moved by Councillor K. Bowman, seconded by Councillor D. Kelly
RESOLVED that (1) the Former Tenants arrears detailed in the schedules to the report be written off;

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(2) in accordance with policy, these debts may be written back for recovery if further evidence becomes available without the need for a further report to Executive.

REASON FOR DECISION: **To write off debts that are deemed irrecoverable.**

(Head of Housing)

272. TENDER EVALUATION OUTCOME – ASBESTOS SURVEYING EXEMPT – PARAGRAPH 3

The Head of Shared Procurement presented the report to advise Members of the outcome of a tender evaluation exercise in respect of Asbestos Surveying and to seek approval for the appointment of the preferred contractor. The contractor would provide Asbestos Surveying services for both corporate and housing properties.

A total of nine bids were received by the closing date, which were evaluated on a 50/50 basis of cost and quality.

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

RESOLVED that (1) the contract be awarded to Interserve on the basis of a two year contract with the option to extend for two further periods of up to twelve months each;

(2) the Head of Housing and Assistant Director of Regeneration be given Delegated Authority in consultation with the Leader/ Deputy Leader and Portfolio Holder for Housing Management, to implement the extension based on satisfactory performance from the contractor and also an acceptable pricing proposal going forward.

REASON FOR DECISION: **To ensure the Council achieves the best value for money on a cost and quality basis.**

(Head of Housing/Assistant Director of Regeneration)

The Head of Housing left the meeting.

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273. TENDER EVALUATION OUTCOME – REFURBISHMENT OF CLOWNE CAMPUS EXEMPT – PARAGRAPH 3

The Building and Property Contracts Manager presented the report to advise Members of the outcome of a tender evaluation exercise in respect of the refurbishment of the Clowne College building and to seek approval for the appointment of the preferred contractor.

A total of 6 bids were received by the closing date which were evaluated on a 70/30 cost and quality basis. The other elements of the bids taken into account by the evaluation team were outlined in detail in the report.

Moved by Councillor A.F. Tomlinson, seconded by Councillor B.R. Murray-Carr
RESOLVED that the contract be awarded to Beaufort Construction for the reasons set out in the report.

REASON FOR DECISION: **To ensure the Council achieves the best value for money on a cost and quality basis.**

(Assistant Director of Regeneration)

The meeting concluded at 1120 hours.