Bolsover
District Council

Sherwood Lodge
Bolsover
Derbyshire
S44 6NF

Date: 9th November 2012

Dear Sir or Madam,

You are hereby summoned to attend a meeting of the Executive of Bolsover District Council to be held in the **Council Chamber**, Sherwood Lodge, Bolsover, on **MONDAY, 19TH NOVEMBER 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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EXECUTIVE AGENDA

Monday 19th November 2012 at 1000 hours
Council Chamber

Item No.		Page No.(s)
	PART 1 – OPEN ITEMS	
1.	**Apologies for absence**	
2.	**Urgent Items of Business** 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.	**Declarations of Interest** 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.	**Minutes** To approve the Minutes of a meeting of the Executive held on 22nd October 2012.	Previously circulated
5.	Demand for Housing Scrutiny Review ***Recommendation on Page 7***	4 to 33
6.	Corporate Plan Targets April - September 2012 Update Report ***Recommendation on Page 46***	34 to 46
7.	Information Requests April to September 2012 ***Recommendation on Page 50***	47 to 72
8.	Compliments, Comments Complaints Quarterly Report ***Recommendation on Page 76***	73 to 102
9.	Second Quarterly Budget Monitoring Report	To Follow
10.*	Renewal and Tendering of Insurance Policies 2012 ***Recommendation on Page 108***	103 to 108

PART 2 – EXEMPT ITEMS
The Local Government (Access to Information) Act 1985, Local Government Act 1972, Part 1, Schedule 12a.

Paragraphs 1, 3 and 4

11.*	Organic Waste Collection (Green Bin) Arkwright Agreement ***Recommendation on Page 116 and 117***	109 to 129
12.	Street Scene Service Efficiency Considerations ***Recommendation on Page 138 and 139***	130 to 139

Paragraph 3

13.*	CCTV Tenders	To Follow
15.*	Supporting People Monitoring Arrangements	To Follow

* Denotes Key Decision

Committee:	Executive	Agenda Item No.:	5.
Date:	19th November 2012	Status	Open
Category	2. Decisions within the functions of Executive		
Subject:	Demand for Housing Scrutiny Review		
Report by:	Councillor K. Reid, Chair of the Sustainable Communities Scrutiny Committee		
Other Officers Involved	Scrutiny Officer		
Director	Director of Development Director of Neighbourhoods		
Relevant Portfolio Holder	Councillor K. Bowman, Portfolio Holder for Housing		

RELEVANT CORPORATE AIMS
Please specify how the proposals help to deliver the corporate aims.

Regeneration - Improve the standard of housing across the District
Social Inclusion - Ensure that housing across the District meets the needs of all residents

TARGETS
Does the subject matter contribute to any targets specified in the Corporate Plan?

R 06 - Deliver £100,000 of New Homes Bonus per annum in the district as part of Local Investment Plan through the delivery of new affordable housing, empty properties brought back into use and mortgage assistance schemes.

SI 05 - Maximise the supply of affordable housing in the district and deliver an average of 20 units per annum by March 2015.

VALUE FOR MONEY
Please describe how the proposals deliver value for money for the Council and its customer.
Demonstrate value for money through a culture of innovation

THE REPORT

In 2011/12, the Sustainable Communities Scrutiny Committee carried out a review on Demand for Housing.

The Review was to consider the demand and availability of housing within Bolsover District under the remit of regeneration.

When the Committee viewed the waiting list for Council properties, the demand for housing across the District and the number of new developments with empty properties available, the Committee considered it timely to review what housing was currently available and what was required within Bolsover District.

The Review concluded with the production of a report which made 8 recommendations. This report was submitted to Executive on 28th May 2012 for consideration and approval of the recommendations.

After considering the report and the recommendations, the report was deferred to enable further consideration of the points raised by Executive.

ISSUES FOR CONSIDERATION

As requested by Executive the Sustainable Communities Scrutiny Committee has discussed the points raised with the Director of Development, Joint Assistant Director – Planning and the Head of Housing, together with the Portfolio Holder for Regeneration and have come up with the following responses to each point;

Recommendation 1 – *Produce a new strategy and vision for local housing that redefines the authority's role as a Housing provider and sets out a future for Bolsover as a major partner in the commercial house building, social and private rented sector.*

Executive commented that broader consultation with the Planning department and other services would have been beneficial as proposals in respect of the range of housing to be delivered and aspirational housing design would be considered as part of the Local Plan.

Following a discussion with the relevant officers, Members of the Scrutiny Committee were advised that a new Housing Strategy Manager had been appointed and joined the Authority in October 2012. One of the officer's first projects would be to produce a Housing Strategy for Bolsover District. This recommendation will be actioned with the production of the new Housing Strategy.

Recommendation 4 – *Consider re-orientating the Housing Needs and Housing Options Teams.*

Executive commented that a review of the existing housing teams would impact across three directorates of the Council and would require significant resources to review.

Members of the Committee confirmed that this recommendation was reached with the view of having the most effective approach to Housing for the District and following discussions with the relevant officers, it was agreed that the key

aspect was driving collaborative working with Members and Officers, across directorates to achieve the most effective outcomes for the District.

Following further discussions with the relevant officers, the Scrutiny Committee was advised that the new Housing Strategy would inform some of the decisions as to where housing was most appropriately placed. Again, this action would be addressed through the work on the Housing Strategy by the new Housing Strategy Manager.

Recommendation 6 – *Consider altering the Housing application form so more relevant data about tenants can be gathered.*

Executive commented that is was generally considered that requesting financial information on housing application forms would not be supported and that a comparison with Derbyshire Dales was not relevant as that Authority's housing stock was managed externally.

Members of the Committee commented that the basis of the recommendation was to ensure that relevant information could be gathered. This may possibly result in the application form being redesigned but the focus was not just on gathering information on finances from tenants, but to ensure that the form was 'fit for purpose'.

After a lengthy discussion with the relevant officers, it was agreed that the current housing application form was not 'fit for purpose' due to the pages at the end of the form which was information requested by the previous Housing Strategy Manager and was no longer relevant. Due to this information, it was still considered that the housing application form should be reviewed. Therefore the recommendation in the report remains unchanged.

Executive's request for the final paragraph of the explanatory note to the recommendation has been carried out and the paragraph removed from the report.

Recommendation 7 – *produce a plan to drive improvement in the prioritisation and turnover of Void Council properties.*

Executive commented that undertaking work to properties for letting prior to the tenant leaving had been previously rejected by Members as this was considered too disruptive to tenants. Lettings were not currently delayed as a result of minor repairs that could be carried out whilst the tenant was in situ.

The main aim of this recommendation was the need to turn properties around quickly and re-let them as soon as possible. Voids were to be considered as part of the Improvement Scrutiny Committee's review of Housing Services and any recommendations would result in an action plan which would fulfil the requirements of this recommendation.

Executive's request for the penultimate sentence of the explanatory note to the recommendation to be removed was carried out.

A further comment from Executive on the Review was that it had not considered the effects on rent levels that may be brought about by Welfare Reform. This was not part of the terms of reference for this review and this would be focused on in more detail under the remit of the Improvement Scrutiny Committee and the reviews on Housing Services.

IMPLICATIONS

Financial:	None
Legal:	None
Human Resources:	None

RECOMMENDATION

That Executive consider the further information detailed within this covering report and approve the recommendations as set out in the Demand for Housing Scrutiny Review report.

ATTACHMENT:	**Demand for Housing Scrutiny Review report**
FILE REFERENCE:	***N/A***
SOURCE DOCUMENT:	***N/A***

BOLSOVER DISTRICT COUNCIL

SUSTAINABLE COMMUNITIES SCRUTINY COMMITTEE

Demand for Housing in Bolsover District 2011/12 Scrutiny Review

April 2012

Amended August 2012 following comments from Executive

Foreword from Councillor Karl Reid, Chair of the Sustainable Communities Scrutiny Committee

Bolsover District Council can become a leader and a source of inspiration to home seekers in the region. By adopting a holistic approach to housing provision, the authority can implement a strategy that unifies the common elements of the local public and private housing sector. Bolsover can improve the prospects of all residents by lowering the age profile and raising the wealth profile of the District, welcoming new residents to the District, reducing homelessness and ensuring that residents reside in the most appropriate properties.

The collapse in the Housing Market, the subsequent rise in demand for rented accommodation and new legislation from the coalition government means that the Council must be more influential in the local private housing sector. This review will hopefully provide the impetus for the Council to look closely at local Housing provision, explore the links between the local Housing market and economic development, and adopt new approaches in response to this changing environment. Also, the new Welfare Reform legislation will have a significant impact on service delivery.

I would like to give our thanks to all those Officers who contributed to this report but especially Kevin Hopkinson, Peter Campbell and Danielle Troop. Also, many thanks to Alison Bluff, Democratic Services Officer and special thanks to Robin Railly, Performance and Quality Officer and Claire Millington, Scrutiny Officer, for their support to the Sustainable Communities Committee and for their dedicated hard work and commitment to this review. But, finally, I would like to thank Members of the Sustainable Communities Scrutiny Committee for all their efforts and contributions.

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1 – Stakeholders engaged during the Review
2 – Review document list
3 - Summary of Section 106
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5 - Summary of Welfare Reform Bill
6 - Summary of the Localism Act
7 - Affordable Housing products
8 - New Homes Bonus payments 2012/13 table
9 – New Homes Bonus calculator (print of interactive webpage)

1. Introduction

When the Committee viewed the waiting list for Council properties, the demand for housing across the District and the number of new developments with empty properties available, the Committee considered it timely to review what housing was currently available and what was required within Bolsover District.

Shortly after agreeing the subject for review, the draft Corporate Plan Priorities and Targets for 2011 – 2015 were agreed. There are 13 Corporate Plan Targets, directly or indirectly related to the goals and ambitions for this Review. These new priorities include the delivery of £100,000 of New Homes Bonus per annum in the District as part of the Local Investment Plan through the delivery of new affordable housing (new build units, empty properties brought back into use and the Mortgage Support grant schemes) highlighting the importance placed on this issue across the whole authority.

Also, the Review coincides with the introduction of new legislation (Localism Act, Welfare Reform Bill 2011) and a new Government Housing Strategy These new papers will have a significant impact on the provision of private and public Housing, locally and nationally.

The provision of Housing in the District requires a new approach that repositions the authority as not only a provider of Council Housing but as a partner in the private sector and in other areas of the public sector, for example, with other Residential Social Landlords (RSLs). The Council has the opportunity to forge partnerships with developers, builders and other similar bodies using the authority's stock of building land as the driver. It's essential that the authority achieves a good understanding of the local Housing market to be able to ensure that Housing is built that the community really needs and bring about positive outcomes.

2. Recommendations

Recommendation 1

Produce a new strategy and vision for local housing that redefines the authority's role as a Housing provider and sets out a future for Bolsover as a major partner in the commercial house building, social and private rented sector.

It is recognised that to raise the wealth profile of the District, the authority needs to bring new people into the District, people who appreciate Bolsover's rural setting but who will commute with ease to any of the region's conurbations. A major draw for these people will be new good quality housing. National and local developers recognise that there is a market for this type of Housing and Bolsover is in a position to take advantage of this situation by supplying the land. The Council will be better servicing its community by raising the wealth profile, encouraging local job creation, providing more good quality housing and removing the burden of maintaining unused plots of land *. A new strategy also needs to define what other providers are in the region, for example, Housing Associations, understand their needs and set out the communication channels necessary to establish and maintain working relationships with them. The strategy will also have to establish a process for examining why particular properties remain empty for a long time and suggest solutions for tackling the problems. There is a possibility that the flexibility of the new Housing Revenue Account (HRA) funding arrangements will generate sufficient 'headroom' (surplus) for finance to be available for the authority to build it's own housing, adding to Council stock.

(References: Items 5:4, 5:5, 5:6, 5:16, 5:18, 5:21, 6:7, 6:9, 6:11, 6:16, 6:17, 6:22 *)

Recommendation 2

Ensure that the Review Action Plan emphasises the importance of the Regeneration Corporate Aim for the District so that the need to attract "new" households to the District is recognised across the authority *

The district has a large, low quality private rented sector, a low value open market sector across a range of settlements and the retention of an open housing waiting list for reasons of historic low demand in some social rented stock. The Housing Market of the District has performed the function of attracting low skill households into the district. The District needs to "balance" its housing market so that higher capacity households are attracted to live, work and spend here thereby assisting to deliver economic development aspirations.

(References: Items 5:4, 5:13, 5:14, 5:20, 5:42, 6:7, 6:9, 6:10 *, 6:11, 6:20)

Recommendation 3

Produce a strategy and action plan for the reduction of the number of Empty Properties across all sectors.

The Government is providing funding or a 'bonus' for new homes by match funding the additional council tax raised for new homes and empty properties brought back into use, with an additional amount for affordable homes, for the next six years. It is also in the Council's interests to reduce the number of private and public sector Empty Properties; each Empty Property is subtracted from the total of New Homes thus reducing the Bonus available to the authority. Every property in the District that is removed from the Empty Property list will increase the Council's income in one way or another.

(References: Items 5:1, 5:6, 5:9, 5:10, 5:13, 5:18, 5:20, 6:4, 6:5, 6:6, 6:11, 6:14, 6:17, 6:18. See Appendixes 8 & 9)

Recommendation 4

Consider re-orientating the Housing Needs and Housing Options Teams.

The introduction of the Localism and Welfare Reform Acts puts a responsibility on local authorities to make a much greater use of the private sector market. Also, it is now even more important that the home seeker is matched to the right size of property as their Housing Benefit will be linked to a minimum number of rooms. Also, for the Council to respond effectively to the demands of the new legislation, consideration should be given to unifying all the different necessary approaches to Housing provision in one team. This would mean that, the Home Improvement Agency and Energy Efficiency Services, shared ownership, Firstbuy, Newbuy, Local Authority Mortgage Support, social and private rented properties could all be marketed by the one team. Government legislation is forcing local authorities to make greater use of the private sector rental market and is also providing greater incentives for new build and to reduce the number of Empty Properties, particularly in the private sector. A greater dialogue with other organisations that have similar goals e.g. Social Services, CAB, Benefits departments, Landlords Forums would be an advantage to highlight incentives and areas of common interest. The Revenues and Benefits department would also be represented.

The Housing Options Team should provide the marketing function to enable Housing Strategy Officers to deliver a balanced housing market. They could also represent the authority on any local regional bodies set up to deal with Housing issues; for example, North Derbyshire and Bassetlaw Housing Market Area, Sheffield City Region Housing Growth

Group, etc. They could also be responsible for providing a regular 'snapshot' of the number and condition of empty homes in the District through links to Environmental Health Enforcement Officers and Council Tax collection. A principal role for the team would be providing the marketing function to address the requirements of the Corporate Plan Target, R 06 *. By adopting a more holistic approach to Housing provision, the authority will be able to ensure that it is providing a more complete service to all the community.

(References: Items 5:2, 5:3, 5:4, 5:5, 5:6, 5:7, 5:9, 5:11, 5:12, 5:14, 5:15, 5:16, 6:3*, 6:11, 6:15, 6:16, 6:20, 6:21)

Recommendation 5

Carry out a regular survey and assessment of Housing demand and need; establish a reliable data gathering and cleansing process.

It is important that the Council has a good understanding of all of the District's Housing stock both private and public sectors. Managers need to know key pieces of information about the District's stock to aid decision making. For instance, managers need to know how many houses are empty, how many bedrooms does each house have, what type of house is it, the state of repair, the owner and the demand for this type of property. The survey also needs to recognise that demand varies from one Parish, Ward or area to another.

New legislation is also going to change provision and demand. For instance, the District's Housing stock is heavily focussed on 3-bed, Band A properties which contributes to void numbers in the private rented and owner-occupied sector. This contributes to a weak housing market and limits the ability of smaller households and more affluent households to access the Housing market (see below: Welfare Reform); it also limits the ability of employers to source labour from the local population for Research and Development activity that's required in the Enterprise Zone.

Erroneous or outdated housing-needs data for affordable housing also affects the number of units negotiated on Section 106 sites. This, potentially, can lead to artificially high requests for affordable housing and dissuades developers from delivering new build developments in the area.

As a result of Welfare Reform, there will be a risk of an increase in shared Housing. Also, there will be a need to increase the delivery of smaller new build units or the sub-division of existing larger properties because of the single room rate requirement of the Welfare Reform Act. There is also a potential need for the larger 'aspirational' property.

(References: Items 5:5, 5:6, 5:9, 5:11, 5:12, 5:13, 5:40, 6:1, 6:7, 6:11, 6:16, 6:17, 6:20, 6:21)

Recommendation 6

Consider altering the Housing Application Form so more relevant data about tenants can be gathered.

The presentation by Dales Housing illustrated how they use data gathered from the Housing Application Form to address Housing need. Their approach has become particularly relevant as the new Welfare legislation will require Housing organisations to make decisions about needs based on income, the age of applicants and the types of housing available to them. It could also identify where households are ineligible to access social rented units owing to their income and offer alternative housing models such as shared ownership. A number of new legislative factors affecting Housing Benefit claimants are going to have a significant impact.

This Recommendation was written based on evidence that was submitted last autumn. Since the evidence was originally submitted last year, Housing Services has published a new application form as part of the adoption of Choice Based Letting (CBL). The new form satisfies the requirements of this Review apart from one question relating to income that hasn't been included on the application form.

(References: Items 5:5, 5:6, 5:11, 5:12, 5:13, 5:14, 5:15, 6:11, 6:20)

Recommendation 7

Produce a Plan to drive improvement in the prioritisation and turnover of Void Council properties.

Members felt that the Corporate Plan Target (CFS 06) to reduce the number of days that a Void remains out of the rental market was not sufficiently challenging. Members feel that it's important that properties are occupied and earning rental income as quickly as possible.

The CFS 6 Corporate Plan Target figure could be reduced by adopting a system of prioritisation for each property as it comes available. The principal objective for a void property is to get it earning rent as soon as possible.

(References: Items 5:22, 6:3, 6:4, 6:10, 6:11, 6:17)

Recommendation 8

Produce a communications strategy that gives advice and guidance to Tenants on the new Housing Benefits legislation

The advice and guidance would be associated with making sure the right budgetary arrangements are in place for every tenant to ensure that they continue paying their rent when the new Universal Credit regulations are introduced. (Housing Benefit will be paid directly to tenants leaving the onus on the authority to recover rent from them as individuals.) Good communication between Housing Services and tenants needs to be established. If a tenant is having difficulty paying their rent, its needs to be recognised early on to avoid the risk of adding to the authority's Rent Arrears total. Also, good communications need to be established to ensure that all the relevant Officers and external bodies can exchange data and information and deliver an effective service.

(References: Items 5:2, 5:3, 5:6, 5:7, 5:8, 5:11, 5:14, 5:15, 5:16, 5:17, 5:18, 5:40, 6:11, 6:20)

3. Scope of Review

To consider the demand and availability of housing within Bolsover District under the remit of regeneration.

3.1. How can the authority move forward in the current climate to meet the demands for suitable housing

3.2. How Council stock and land is managed

3.3. What is the Council's responsibility

3.4. Relationships with partners

The Committee was comprised of the following Members,

Cllr Karl Reid (Chair)

Cllr Clare Munks	Cllr Deborah Watson	Cllr George Webster
Cllr Graham Parkin	Cllr Jennifer Wilson	Cllr Malcolm Crane
Cllr Stephen Fritchley	Cllr Sue Wallis (Vice Chair)	Cllr Tommy Rodda

Support to the Committee was provided by the Scrutiny Officer, the Performance and Quality Officer and a Democratic Services Officer.

4. Method of Review

4.1. The Committee met on 5 occasions to consider the scope of the review, key issues they wanted to discuss, consider the evidence submitted and the people they wished to interview.

4.2. The Committee interviewed relevant officers and stakeholders in order to identify what procedures were in place and how the authority was working with its partners to provide housing to meet demand.

4.3. The committee had presentations by Officers from Bolsover DC, Chesterfield BC and Derbyshire Dales DC.

4.4. An Elected Member and an Officer attended a Workshop ('Accessing the private rented sector in the light of welfare reform') run by North Derbyshire and Bassetlaw HMA.

4.5. Attached at **Appendix 1** is a list of stakeholders interviewed.

4.6. Equalities and Diversity - Within the process of the review the panel have taken into account the impact of equalities and have not identified any negative impact.

5. Evidence (with references)

The following is a list of key pieces of written and verbal evidence presented to Elected Members during the course of the Review (see Review Document list, Appendix 2)

5.1. Members were asked to consider the impact of moving all or part New Homes Bonus from general savings and putting it into reducing the Empty Properties list (This leaves the problem that any monies removed from the General Savings budget would have to be replaced by other savings).

5.2. Best Practice Presentation: Derbyshire Dales have developed a joint board comprised of Revenues and Housing Options officers that sits fortnightly and allocates Discretionary Housing Payment (DHP) monies to those in need.

5.3. Best Practice Presentation: Chesterfield BC Revenues Team take referrals from the Housing Options team and are looking to receive Homelessness Grant from Housing

5.4. Members were asked to consider how the 3 departments with Housing responsibilities work together - Housing Needs, Housing Strategy and Environmental Health (private sector housing).

5.5. Members were asked to consider the merits of the Derbyshire Dales model. The authority could usefully assist those seeking to access home-ownership products if the front-line Housing Needs Team were re-orientated as a Housing Options team. Also, Housing Options could produce a profile study of Types of Housing available compared with predictions of Housing Need-based age profiles, unemployment, etc.

(* See Appendix 7)

5.6. A new Housing Options Team could undertake the active management of Empty Properties (in both private and public sectors); including:

5.6.1. Monitoring of the numbers of empty properties using Council Tax data:

5.6.2. Producing a condition survey of all empty properties in the District.

5.6.3. Producing a profile study of Types of Housing available compared with predictions of Housing Need-based age profiles, unemployment, etc.

5.6.4. Producing a profile of income levels of households on the Statutory Housing Register: Undertaking activities to encourage property owners to rent their property – e.g. contacting owners explaining options and drawbacks (Section 215 *), sending a series of 3 letters (when this was undertaken in Rotherham, Empty Properties came down by 20%), etc.

5.6.5. Undertake briefings of Officers in other organisations that have similar goals e.g. Social Services, CAB, Benefits departments, etc. (as per Derbyshire Dales practice); create a common forum.

5.7. Set up a dialogue with Landlords Forums to highlight incentives and areas of common interest.

5.8. Look into a protocol to cover the work of Benefits and Housing Officers relating to addressing the needs of home seekers - contacts & options

5.9. Undertake the development and implementation of a procedure/protocol for a cost neutral reduction of the Empty Properties list

5.10. Members were asked to consider the merits of levelling 100% Council Tax on Empty Homes (up from 50%) - The Head of Finance stated that this action would realise very little money, but it should be noted that the 50% discount is primarily a disincentive for landlords to rent out empty properties. The present arrangements in place are that the

County (DCC) takes 20% of any income. But High Peak Council has negotiated an arrangement where the smaller local Council receives a higher proportion of the Council Tax. The additional finance is returned to the area in the form of greater Disabled Facility Grants (DFGs). The basis of the High Peak negotiation is that, empty properties are less burdensome on Council services i.e. no tenants using County and District services; this rationale can be used to justify a reduction in the 20% taken away from the area by the County. Also, all measures to encourage Empty Property owners to rent out properties should be taken

5.11. The Welfare Reform Bill will mean that it is necessary to make an assessment of tenants' incomes to aid the enabling and allocation of suitable homes for those in genuine housing need. The Bill *" … restricts Housing Benefit entitlement for social housing tenants whose accommodation is larger than they need"* This will affect the number of households deemed to be in housing need and possibly reduce the numbers of affordable units negotiated through Section 106 *.

5.12. Elected Members saw examples of the way the Housing List can be managed, matching home seekers income to the appropriate size of property. Using an Application Form on-line, the authority (Derbyshire Dales) has the software to be able to compile data, statistics and reports from the forms on Housing Needs. This allowed better analysis of the Housing waiting list.

5.13. Elected Members saw examples of the way that data can be compiled to aid decision making in the enabling and allocation of properties and the listing of types of property available (private sector rented, shared ownership etc..) If tenants or prospective tenants' income and/or assets exceed a pre-set figure, this may affect the property type options that are open to them and should limit the numbers of new affordable units negotiated on open market sites. Thus, the district becomes more attractive to developers; the district meets new build targets and receives more New Homes Bonus.

5.14. Members heard how the proportion of affordable units required must be closely linked to the authority's Allocation Policy i.e. making the type of housing available match the type of housing needed.

5.15. Derbyshire Dales have introduced an Equity Bar as part of measures to gather information about tenants/prospective tenants' income. This ensures that the properties that are available are restricted to the most needy or the highest priority. Newark and Sherwood also (through their application form) ask if the applicant owns another property; they also ask for references.

5.16. Best Practice: Derbyshire Dales detailed how Benefits and Housing Officers work together to highlight problem cases so they can be targeted with an aim to reduce the impact of Welfare Reforms i.e. maximising the claimant's income rather than resorting to Discretionary Housing Payments (DHP).

5.17. Derbyshire Dales detailed how they work with local landlords: Streamline processes, joint working, Landlord Forums, joining services – welfare benefits, CAB, Credit Unions, joint working with Housing Benefits and Housing Options Officer.

5.18. The Localism Act reforms the way that social housing is regulated. The Act provides social tenants with stronger tools to hold their landlords to account. Landlords will be expected to support tenant panels - or similar bodies - in order to give tenants the opportunity to carefully examine the services being offered.

5.19. The Localism Act allows local authority's to discharge the homelessness duty into the private rented sector. In order to do this, the Allocations Policy must be amended

5.20. The authority has indicators and targets for improving the turnover of void Council properties and there is a specific Corporate Plan Target to reduce the average number of days that a property is out of use.

5.21. 'Empty Homes' – BDC Environmental Health.

5.21.1. The Senior Environmental Health Officer (Residential) gave a briefing on the sections activities and it's recent successes

5.22. Empty Properties, New Homes Bonus and the General Power of Competence – (2/9/11 Committee)

5.23. HRA Self Financing: Head of Housing briefing on the authority's new HRA arrangements.

5.24. 'Help with Housing'

5.24.1. An Ault Hucknall Parish Council News article on how to approach the District Council to get advice on Shared Ownership schemes.

5.25. Housing Application Form (Report to 4/11/11 Committee – Head of Housing)

5.25.1. A copy of BDC's new Housing Application Form

5.25.2. A copy of NEDDC's Housing Application Form

5.26. 'Housing Shortages: what Councils can do' – Housing Commission Report

5.27. Inside Housing article – 'Against the tide' by Lord Best

5.27.1. An article from the (on-line) magazine Inside Housing by Lord Best, Chair of the CLG/LGA Housing Commission.

5.28. Local Lend a Hand Scheme – BBC News Article

5.29. Mortgage Rescue Schemes – information from Bolsover District Council Website.

5.30. New Build Household Survey report (Report to 4/11/11 Committee)

5.31. New Homes Bonus Article – Housing – Department for Communities and Local Government

5.32. Private Sector Housing Strategy – Future Working between Housing and Revenue Services

5.33. Report from workshop – Accessing the Private Rented Sector in the light of Welfare Reform.

5.34. Shared Ownership Housing in Bolsover District (Report from Housing Strategy & Enabling Manager, 25/11/11)

5.35. The National Policy Context – Homelessness Act 2002 (2/9/11 Committee).

5.36. 'Why we need more housing' – Bolsover District Council (June/July 2011 'In-touch' article)

5.37. Housing Commission – Housing Shortages: what Councils can do (Final report). LGA/CLG-commissioned document.

5.38. Workshop from North Derbyshire and Bassetlaw HMA 'Accessing the private rented sector in the light of welfare reform.

5.39. Affordable Housing and Allocations;

5.39.1. Bolsover has a statutory duty to maintain a Housing Waiting List.

5.39.2. From this list, allocations are made to social housing as dictated by the Allocations Policy.

5.39.3. The Housing Waiting List is the primary evidence source for affordable housing need.

5.39.4. In 2011 the Housing Waiting List was cleansed in readiness for Choice Based Lettings (CBL) 2012. Prior to this date, the uncleansed list informed the Allocations Policy. Also in readiness for CBL, the Allocations Policy was rewritten in 2010/11

5.39.5. The cleansing process saw numbers on the list reduce from over 5000 households to fewer than 2000 households. Prior to 2011, the list had not been cleansed for a number of years so households were registered who would have been adequately housed a number of years ago.

5.39.6. It is likely that an excess of affordable housing has been negotiated over the last 4 years. The authority's Allocation Policy allows owner occupiers in Bands C and D and does not specify maximum income levels required in any band. It is likely in negotiating an excess of affordable housing means asking landowners to take a reduced capital receipt for the purposes of housing those who already have homes or adequate incomes to access open market housing. The Allocations Policy needs rewriting to exclude owner occupiers (or introduce an equity bar), to specify maximum incomes, to allow discharge of duty into the private rented sector

5.39.7. The Bolsover Housing Market will be assisted if fewer affordable units are requested and the current imbalance of Band A vis a vis other band units can be diminished

5.39.8. Of the 1800 households now on the Housing Waiting List, its possible there are owner occupiers; equally, the income levels of those on the list is not known.

5.39.9. The authority does not undertake an eligibility check to see what size unit the household can bid for. This means that the household can tick a number of unit sizes and settlements resulting in duplication in housing needs data. For the Housing Strategy Statistical Appendix (HSSA) 2011, NEDDC had 0 households in the unknown unit size category, Bolsover had over 887 in that category.

5.40. Bolsover has a large low quality private rented sector mainly made up of 3 bed ex-colliery units. The authority's empty property issues stem from this housing stock. R 06: Deliver £100,000 of New Homes Bonus per annum in the District as part of the Local Investment Plan through the delivery of new affordable housing; empty properties brought back into use and the Mortgage Support grant schemes.

5.41. SI 05: Maximise the supply of affordable housing in the district and deliver an average of 20 units per annum by March 2015.

5.42. Corporate Vision: 'To enhance and improve the wealth profile, well-being and quality of life for the communities of the district of Bolsover'.

6 Key Findings

Strengths

Various initiatives have been undertaken in recent years to address the changing Housing needs of the District.

6.1 The introduction of Choice Based Letting (CBL): CBL is a new way of allocating properties. *"Each week, the available properties are advertised giving applicants the opportunity to 'bid' for the properties they are interested in. This enables applicants to be directly involved in the allocation of properties and allow applicants to make choices about areas and types of property. By increasing choice it is hoped to develop more settled and sustainable communities. "*

6.2 An Officer was recruited to specifically address the outstanding current and former Tenants rent arrears.

6.3 The Council has Corporate Plan Targets (PERFORM) for:

- **CFS 05** - Complete implementation of Choice Based Letting (CBL) process by Dec 2011.
- **CFS 06** – Reduce average relet times of Council properties from 25 days to 22 days by March 2015.
- **CFS 10** – Process all new Housing and Council Tax benefit claims within 20 days.
- **E 07** - Complete and adopt residential development guide as Supplementary Planning Guidance by December 2012.
- **E 09** – Bring 40 private sector empty properties back into use by March 2015.
- **R 06** – Deliver £100,000 of New Homes Bonus per annum in the district as part of Local Investment Plan
- **R 09** - Work with tenants to develop a new modern standard for council housing and develop a programme to deliver this by April 2012.
- **SI 02** – Prevent homelessness for more than 50% of people who are facing homelessness each year.
- **SI 04** – Produce a Tenancy Strategy in line with new statutory requirements by December 2013 (or by the statutory timescale).
- **SI 05** - Maximise the supply of affordable housing in the district and deliver an average of 20 units per annum by March 2015.
- **SI 06** – Produce and adopt a Homelessness Strategy by March 2012.
- **SOD 02** - Reduce the percentage of rent arrears by 20% by 2015.
- **SOD 03** - Reduce the level of Former Tenants Arrears by 25% by 2015.

6.4 Reducing Empty Properties across the District will boost New Homes Bonus.

6.5 Planning Services (Policy) are intending to commission an updated study of affordable housing need in the District. The brief should cover issues such as:

6.5.1 The experience of front line allocations officers

6.5.2 The size of the Housing Waiting List, numbers in reasonable preference categories and its' usefulness as an evidence base

6.5.3 The Allocations Policy

6.5.4 Entry level incomes for Bolsover plus benefits available (Housing Benefit, Discretionary Housing Payments)

6.5.5 Bidding rounds through CBL but minus owner occupiers and minus those above entry level incomes

6.5.6 The size and affordability of the private rented sector

6.5.7 The number of private sector voids and the ability of Bolsover Officers to bring those back into use

6.5.8 Write to all households on the Housing Register to determine what size property they need. This would help the updated study.

6.6 The Localism Act will allow local authorities to meet their homelessness duty by providing good quality private rented homes.

6.7 The Localism Act will give local authorities greater freedom to set their own policies about who should qualify to go on the waiting list for social housing in their area.

6.8 The Head of Housing gave a presentation on the new arrangements for a Self Financing HRA.

6.8.1 Rent increase: a direct consequence of the government's formula for calculating rents for Council properties. The authority has to charge it's tenants rents based on a imposed calculation.

6.8.1.1 9.1% increase = 5.5% inflation + 0.5% + £2.00 p.w.

6.8.1.2 Increase equates to a rise from £62.95 to £72.50 p.w

6.8.2 The government are offering just one day (26/3/12) when discounted loans are available from the Public Works Loan Board (PWLB)

6.9 DRAFT PRIORITIES – HRA Asset Management Plan (AMP)

6.9.1 To have in place well designed repair and maintenance systems which ensure the stock is well maintained and kept in a good state of repair.

6.9.2 To ensure the housing stock is brought up to and maintained at a locally determined Bolsover Standard, remaining attractive and meeting modern requirements and tenant expectations.

6.9.3 To replace obsolete or uneconomic stock with new properties, which are better designed to meet future needs and create a better balanced portfolio.

6.9.4 To identify land, whether it be HRA, General Fund or non-council to build additional affordable homes to increase the number of Council owned properties available of the type and quality needed in locations where people want to live whilst ensuring a Balanced Housing Market

6.9.5 To identify and consider potential opportunities for increasing the stock of properties available by acquiring homes, (e.g. RP disposals, new builds, repossessions & properties previously sold under RTB)

6.9.6 To ensure the ongoing availability of housing stock, which specifically caters for the particular housing needs of older vulnerable, special needs or minority households through the provision of appropriate attributes and facilities.

6.9.7 To have a long term strategy and programme in place to incrementally improve the thermal efficiency of the housing stock, at the same time helping to reduce levels of fuel poverty.

6.9.8 To use procurement processes to best effect to ensure value for money in the delivery of all repairs, maintenance and improvement works

6.9.9 To use the housing asset base to help deliver the wider corporate priorities of the Council

6.10 Corporate Aim: *Regeneration: Developing healthy, prosperous and sustainable communities*

6.10.1 Develop vibrant town centres

6.10.2 Develop flourishing rural communities

6.10.3 Secure a decent standard of housing across the district

6.11 Recommendation 6 was originally written based on evidence that was submitted last autumn. The recommendation suggested renewing the authority's Housing application form so further questions could be asked of prospective tenants. Since the evidence was originally submitted last year, Housing Services has published a new application form as part of the adoption of Choice Based Letting (CBL). The new form satisfies the requirements of this Review apart from one question relating to income that hasn't been included on the application form.

The decision not to include a question about a tenant's income was based on the fact that Members have, in the past, rejected the suggestion that tenants should be asked about their income: Members did not want to include neither an income nor an equity bar on applicants looking for housing. This view was reflected within the Allocations policy, and consequently applicants are not asked for details on either income levels or savings. Moreover members considered this a divisive question as it could result in areas of the District populated only by with tenants with low incomes, potentially leading to ghettos of low income families.

It has since become apparent that the 'banding' system within CBL will ensure that the most deserving applicants receive the necessary 'points' and the most appropriate housing. Owner Occupiers under 60 are placed in band D, and those over 60 in Band C but are awarded fewer points than tenants (all other factors being equal). This means that owner occupiers are unlikely to be offered popular properties, but may be successful in bidding for less popular properties (i.e. where there are less bids). For clarity even with applicants aged over 60 a tenant would get priority over an owner occupier if all other factors are equal. .

Areas for Improvement

6.12 Increasing the New Homes Bonus is a Corporate Plan Target (*R 06 - Deliver £100,000 of New Homes Bonus per annum in the district as part of Local Investment Plan through the delivery of new affordable housing, empty properties brought back into use and mortgage assistance schemes*.) The Committee agreed that reducing the number of Empty Properties would deliver improvements for the Council and for the community as a whole.

6.13 The Corporate Plan Target CFS 06 (*Reduce average relet times of Council properties from 25 days to 22 days by March 2015*.) may not be challenging enough for a projected 4-year activity. Reducing the length of time that a property remains unoccupied will increase income.

6.14 Reducing Empty Properties will boost New Homes Bonus

6.15 The introduction of new legislation – Localism and Welfare Reform Acts

6.16 The authority has to negotiate with developers what percentage of new build is required to be affordable housing. (Too large a % and the developer won't be interested).

6.17 Members were also asked to look and consider a number of other options in addressing the Empty Property list.

6.17.1 Promote Shared Ownership to existing BDC residents:

6.17.2 Consider producing a 'Masterplan' for Housing Investment. (This will be forthcoming through the Local Investment Plan for the Sheffield City Region but will be informed by the HRA Asset Management and Business Plans).

6.17.3 Consider supporting the strategy of strengthening the Bolsover housing market by seeking to bring first time buyers into the District through Firstbuy, Mortgage Support schemes and high quality new build.

6.17.4 Explore the issues around 'Invest to Save', batches of properties with consideration given to partnerships e.g. between developers and the authority.

6.17.5 Consider a Local Authority Mortgage (LEP) scheme to retain all business rate growth (uplift) to enable reinvestment; also, LEP to consider a Tax Incremental Finance Scheme to allow borrowing against future business rate uplift.

6.17.6 Enabling new affordable housing without sufficient regard to accurate housing needs data can produce genuine problems. (The example of Pear Tree estate was cited by a Member of the Committee).

6.17.7 Giving non-repayable grant to private sector landlords can be self defeating. In making Landlords repay grant, there is an incentive to manage properties and safeguard investment.

6.17.8 Access/facilitate Empty Property Loans via the Sheffield City Region Empty Homes working group.

6.17.9 Consider putting the Housing Needs Survey on to the Planning Portal to assist developers.

6.18 Members were asked to consider the impact of moving all or part New Homes Bonus from general savings and putting it into reducing the Empty Properties list (This leaves the problem that any monies removed from the General Savings budget would have to be replaced by other savings).

6.19 Produce analysis of previous Discretionary Housing Payments (DHP) usage including a projection of the DHP budget to meet demand. Consider producing a clear policy of how DHP is used.

6.20 New Housing and Housing-related legislation means the authority needs a broader response to Housing Needs to encompass all the options available e.g. giving advice on social rented, affordable rented, private sector rented homes, shared ownership and other home ownership products – based on household incomes. Also, the Localism Act gives local authorities greater freedom to set their own policies about who should qualify to go on the waiting list for social housing in their area.

6.21 A Private Sector Housing Team need to focus on enforcement to ensure that private sector void stock of over 900 units comes down and helps to diminish housing need.

6.22 See the draft Review of Unused Council Land – Improvement Scrutiny Committee.

7 Conclusions

The Review of Demand for Housing carried out by the Sustainable Communities Scrutiny Committee was chosen by conference in mid-2011 because of Elected Members desire to focus on levels of Housing provision and what recommendations could be made for improvement. It was also recognised that there were a large number of empty properties particularly in the private sector and this is an issue that requires addressing. The Review has coincided with the introduction of new legislation and guidance from Government in the form of the Localism and Welfare Reform Acts together with a new national Housing Strategy. But one of the most important factors is the cuts in subsidy that the authority is suffering. This has

highlighted the need to focus on the impact the cuts are going to have and how the shortfalls are going to be addressed.

The Review has identified a series of activities associated with the delivery of Housing Services to the community. There are recommendations to suggest improvements in processes, for instance, activities associated with the administration of void properties or providing advice and guidance for home seekers. The Report also recognises the importance of introducing new citizens to the District to aid economic development in the region. But Members have acknowledged that the Review's most important recommendation is for the authority to produce a new strategy and vision that redefines the authority's role as a Housing provider.

Appendix 1

Stakeholders

Councillor Alan Tomlinson	Portfolio Holder for Regeneration
Councillor Keith Bowman	Portfolio Holder for Housing
Kevin Hopkinson	Director of Development
Stuart Tomlinson	Director of Neighbourhoods
David Hill	Head of Finance and Revenues
Peter Campbell	Head of Housing
Danielle Troop	Housing Strategy and Enabling Manager
Ian Collis	Planning Policy Manager
Diane Bonsor	Housing Needs Manager
Sam Bentley	Senior Environmental Health Officer

Appendix 2

Review Document List

- Affordable Homes for Winsick – North East Derbyshire District Council (NEDDC) June 2011 'The News' article
- Ault Hucknall Parish Council news letter – Summer 2011
- Bolsover District Housing Target – Discussion Paper
- Bring Empty Properties back into use – Sheffield City Region Loans Approach (2/9/11 Committee)
- Cabinet Report, Derbyshire County Council – Derbyshire Second Homes: Council Tax (2/9/11 Committee) Choice Based Letting (CBL) – report by Housing Needs Manager
- Chart of Average House Price and Number of Dwellings (2011)
- Chesterfield BC report – use of New Homes Bonus for Affordable Housing.
- Choice Based Lettings Information Leaflet (BDC)
- Core Strategy/Local Development Framework (LDF) – 5-year Housing Supply assessment (extract from Report to Planning Committee; 28/10/11)
- E-mail from Danielle Troop to Claire Millington Sustainable Communities Scrutiny (6/10/11 12.28)
- Extract from 'Intouch': Why we need more Housing' (27th June 2011)
- Extract from Inside Housing: 'Against the tide' (June/July 2011)
- Fordham Research - Strategic Housing Market Assessment for Northern Sub-regional Housing Group (Sept 2007)
- Housing Commission report: Housing Shortages: what Councils can do (Nov 2010)
- Housing Application Forms – Bolsover DC, Chesterfield BC, Rykneld Homes
- New Build Housing Survey – September 2010
- Planning Committee Report – 5-year Housing Supply (26/10/2011)
- Presentation to BDC by Rob Cogings, Derbyshire Dales DC

- PowerPoint Presentation to the Improvement Scrutiny Committee by the Housing Strategy and Enabling Manager – Laying the Foundations – A new Housing Strategy for England 2011-14.
- PowerPoint Presentation by Head of Housing: Self Financing HRA.
- Report to Committee on Shared Ownership products (Source: North Derbyshire and Bassetlaw Local Investment Plan)
- Table of New Homes delivered in Bolsover District – March – Oct 2011
- Welfare Reform Workshop – Overview

Appendix 3

Summary of Section 106

Section 106 (S106) of the Town and Country Planning Act 1990 allows a local planning authority (LPA) to enter into a legally-binding agreement or planning obligation with a landowner in association with the granting of planning permission. The obligation is termed a Section 106 Agreement.

These agreements are a way of delivering or addressing matters that are necessary to make a development acceptable in planning terms. They are increasingly used to support the provision of services and infrastructure, such as highways, recreational facilities, education, health and affordable housing.

The scope of such agreements is laid out in the government's Circular 05/2005. Matters agreed as part of a S106 must be:

- Relevant to planning
- Necessary to make the proposed development acceptable in planning terms
- Directly related to the proposed development
- Fairly and reasonably related in scale and kind to the proposed development
- Reasonable in all other respects.

A council's approach to securing benefits through the S106 process should be grounded in evidence-based policy.

Appendix 4

Summary of Section 215

Section 215 (S215) of the Town & Country Planning Act 1990 (the Act) provides a local planning authority (LPA) with the power, in certain circumstances, to take steps requiring land to be cleaned up when its condition adversely affects the amenity of the area. If it appears that the amenity of part of their area is being adversely affected by the condition of neighbouring land and buildings, they may serve a notice on the owner requiring that the situation be remedied.

Appendix 5

Summary of Welfare Reform Bill

Welfare Reform Bill 2010-11

The Bill provides for the introduction of a 'Universal Credit' to replace a range of existing means-tested benefits and tax credits for people of working age, starting from 2013. The Bill follows the November 2010 White Paper, 'Universal Credit: welfare that works', which set out

the Coalition Government's proposals for reforming welfare to improve work incentives, simplify the benefits system and tackle administrative complexity.
Besides introducing Universal Credit and related measures, the Bill makes other significant changes to the benefits system.
Key areas

- Introduces Personal Independence Payments to replace the current Disability Living Allowance
- Restricts Housing Benefit entitlement for social housing tenants whose accommodation is larger than they need
- Up-rates Local Housing Allowance rates by the Consumer Price Index
- Amends the forthcoming statutory child maintenance scheme
- Limits the payment of contributory Employment and Support Allowance to a 12-month period
- Caps the total amount of benefit that can be claimed.

Appendix 6

Summary of the Localism Act

The main measures of the Localism Act are under four headings:

- New freedoms and flexibilities for local government,
- New rights and powers for communities and individuals,
- Reform to make the planning system more democratic and more effective,
- Reform to ensure that decisions about housing are taken locally.

New Freedoms and Flexibilities

General power of competence

- The Localism Act includes a 'general power of competence'. It gives local authorities the legal capacity to do anything that an individual can do that is not specifically prohibited; they will not, for example, be able to impose new taxes, as an individual has no power to tax.
- The new, general power gives councils more freedom to work together with others in new ways to drive down costs.
- The Act does, however, give the Secretary of State the power to remove unnecessary restrictions and limitations where there is a good case to do so, subject to safeguards designed to protect vital services.

Abolition of the Standards Board

Through the Localism Act, the Government has abolished the Standards Board regime. Instead, local authorities will draw up their own codes, and it will become a criminal offence for councillors to deliberately withhold or misrepresent a financial interest.

Clarifying the rules on predetermination

In parallel with the abolition of the Standards Board, the Government has used the Localism Act to clarify the rules on 'predetermination'. The Localism Act makes it clear that it is proper for councillors to play an active part in local discussions, and that they should not be liable to legal challenge as a result.

Greater local control over business rates

The Localism Act gives councils more freedom to offer business rate discounts - to help attract firms, investment and jobs. Whilst councils would need to meet the cost of any

discount from local resources, they may decide that the immediate cost of the discount is outweighed by the long term benefit of attracting growth and jobs to their area.

Directly elected mayors
Using powers in the Act, the Government intends to trigger a referendum in the largest cities outside London, inviting local people to decide whether they want to have an elected mayor. Referendums are being planned for May 2012.

Other freedoms for councils
The Localism Act will remove several rules,

- Councils will have greater freedom over how they set up their area committees (or other methods for consultation),
- Councils will have greater flexibility about how they carry out the scrutiny role.
- Councils, where they wish, may move away from an executive form of governance (i.e. a leader or a mayor) to a committee system.
- The Act also removes previous constraints around the timing of when councils can change their governance models.

New rights and powers for communities

Community right to challenge
The Localism Act gives voluntary and community groups, parish councils and local authority employees the right to express an interest in taking over the running of a local authority service. The local authority must consider and respond to this challenge; and where it accepts it, run a procurement exercise for the service in which the challenging organisation can bid.

Community right to bid (assets of community value)
The Localism Act requires local authorities to maintain a list of assets of community value which have been nominated by the local community. When listed assets come up for sale or change of ownership, the Act then gives community groups the time to develop a bid and raise the money to bid to buy the asset when it comes on the open market.

Right to approve or veto excessive council tax rises
The Localism Act gives local communities the power to decide Council Tax rates. The Secretary of State will determine a limit for council tax increases which has to be approved by the House of Commons. If an authority proposes to raise taxes above this limit they will have to hold a referendum to get approval for this from local voters who will be asked to approve or to veto the rise.

Transparency over senior council officials' pay
Under the terms of the Localism Act, councillors will need to vote on and publish a statement of their policies on pay. This will include the salaries of senior officials working in local authorities, but also the lowest paid employees.

Getting rid of fines and charges for rubbish collection
The Climate Change Act 2008 gave councils the ability to charge families for overfilling their bin and to introduce extra tariffs for taking away household waste. In the Localism Act, we have removed this ability.

Reform to make the planning system clearer, more democratic and more effective

Abolition of regional strategies
The Secretary of State wrote to local authorities in 2010 to tell them that the Government intended to abolish regional strategies. The Localism Act will enable us to do this.

Duty to cooperate
The duty requires local authorities and other public bodies to work together on planning issues.

Neighbourhood planning
The Act introduces a new right for communities to draw up a neighbourhood plan.
Local communities will be able to use neighbourhood planning to grant full or outline planning permission in areas where they most want to see new homes and businesses, Provided a neighbourhood development plan or order is in line with national planning policy, local communities will be able to vote on it in a referendum. If the plan is approved by a majority of those who vote, then the local authority will bring it into force.
Local planning authorities will be required to provide technical advice and support as neighbourhoods draw up their proposals. The Government is funding sources of help and advice for communities

Community right to build
As part of neighbourhood planning, the Act gives groups of local people the power to deliver the development that their local community want. A community organisation, formed by members of the local community, will be able to bring forward development proposals which, providing they meet minimum criteria and can demonstrate local support through a referendum, will be able to go ahead without requiring a separate traditional planning application. The Government will also fund sources of help and advice for communities.

Requirement to consult communities before submitting certain planning applications
To further strengthen the role of local communities in planning, the Act introduces a new requirement for developers to consult local communities before submitting planning applications for certain developments.

Strengthening enforcement rules
The Localism Act will strengthen planning authorities' powers to tackle abuses of the planning system, such as deliberately concealing new developments.

Reforming the community infrastructure levy
The Localism Act will change the levy to make it more flexible. It allows some of the money raised to be spent on things other than infrastructure. It will give local authorities greater freedom in setting the rate that developers should pay. And crucially, the Act gives the Government the power to require that some of the money raised from the levy go directly to the neighbourhoods where development takes place.

Reform the way local plans are made
Local planning authorities play a crucial role in local life, setting a vision, in consultation with local people, about what their area should look like in the future. The plans allow local authorities to draw up and set out where new buildings, shops, businesses and infrastructure need to go, and what they should look like.
The Localism Act will limit the discretion of planning inspectors to insert their own wording into local plans.

Nationally significant infrastructure projects

The Localism Act abolishes the Infrastructure Planning Commission and restores its responsibility for taking decisions to Government ministers.

Reform to ensure that decisions about housing are taken locally

Social housing allocations reform
The Act gives local authorities greater freedom to set their own policies about who should qualify to go on the waiting list for social housing in their area.

Social housing tenure reform
Provisions in the Localism Act allow for more flexible arrangements for people entering social housing in the future. Social landlords will now be able to grant tenancies for a fixed length of time. The minimum length of tenancy will be two years, in exceptional circumstances, with five years or more being the norm. There is no upper limit on the length of tenancy.

Reform of homelessness legislation
Councils have a duty to house people who are eligible, in priority need and unintentionally homeless; and this duty will remain in place. Central Government will also continue to fund support and advice to prevent homelessness and rough sleeping.
The Localism Act lets local authorities meet their homelessness duty by providing good quality private rented homes.

Reform of council housing finance
Now, instead of having to send the money raised by rent to central government and wait to see each year what share they get allocated back, councils will be able to keep the rent and use it locally to maintain their social homes.

National home swap scheme
The Localism Act paves the way for a national home swap scheme. This will enable people who would like to swap their social home to access details of all other tenants who may be a suitable match.

Reform of social housing regulation
The Act reforms the way that social housing is regulated. The Act provides social tenants with stronger tools to hold their landlords to account. Landlords will be expected to support tenant panels - or similar bodies - in order to give tenants the opportunity to carefully examine the services being offered. The Act also abolishes the Tenant Services Authority and transfers its remaining functions to the Homes and Communities Agency.
The Act also changes the way that complaints about social landlords are handled. Currently, there are two separate ombudsmen (the Local Government Ombudsman and the Independent Housing Ombudsman) handling social tenants' complaints about their landlord. In the future, a single watchdog (the Independent Housing Ombudsman) specialising in complaints about social housing will ensure greater consistency across the sector.

Abolition of Home Information Packs
The Localism Act has repealed once and for all the original laws that called for Home Information Packs.

Appendix 7

Products included in the 2010/11 additional affordable housing statistics

Social Rent: Rent Mixed Funded (MFRENT), Rent Mixed Funded challenge fund (CFRENT), Temporary Social Housing (TSH), General needs remodelled units, Recycled Capital Grant Fund (RCGF), Disposals Proceeds Fund (DPF), Private Finance Initiative (PFI), and local authorities new build, and Section 106 nil grant social rented homes (from HCA/HSSA).

Intermediate Rent: Intermediate Rent (INTRENT), Intermediate Rent Key Worker (KWINRENT), Intermediate Rent Challenge Fund scheme (CFIRENT).

Low Cost Home Ownership includes:

- **New Build HomeBuy**: New Build HomeBuy (HBYNB), New Build HomeBuy Key Worker (KWHBYNB), Shared Ownership challenge fund (CFSALE), Shared Ownership Mixed Funded (MFSALE), Shared Ownership, Mixed Funded Key Worker (KWMFSALE).

- **Open Market HomeBuy**: HomeBuy Open Market Purchase (HBYOM), Rent to HomeBuy, Home Ownership for people with long term disabilities (HOLD), HomeBuy Direct (HBYDIR).

- **Social HomeBuy** (SHB).

- **Other:** Right to Acquire (RTA), Cash Incentive Scheme (CIS; from HSSA Section J), Voluntary Purchase Grant (VPG), Recycled Capital Grant Fund (RCGF), First Time Buyers Initiative (FTBi), London Wide Initiative (LWI). Mortgage Rescue Scheme, Armed Forces Home Ownership Scheme, S106 nil grant low cost home ownership homes (from HCA/HSSA).

- **DCLG announcement 12/3/2012:** Newbuy scheme, Right-to-buy (RTB) % discounts.

Appendix 8

NEW HOMES BONUS PAYMENTS 2012-13

Local Authority	Year 1 allocations (£): inc empty homes, inc AH premium	Year 2 allocations (£): inc empty homes, inc AH premium	First monthly payment - March 2012	Other monthly payments - April 2012 to March 2013	Total payment in year 2012-13 (Year 1 plus Year 2)
Bolsover	**£117,312**	**£193,346**	**£25,179**	**£23,790**	**£310,659**

Source: Department of Communities and Local Government:

Frequently asked questions (FAQs) on the New Homes Bonus:
http://www.communities.gov.uk/housing/housingsupply/newhomesbonus/newhomesbonusquestions/

New Homes Bonus Calculator

Return to homepage

Bolsover

Current housing stock (Oct 11):	34,385
Net change in stock (Oct 11)[2]:	196
Affordable housing supply (10/11)[3]:	33
Stock of empty homes (Oct 11):	919
Affordability ratio (2010)[4]:	4.97

Year of Payment

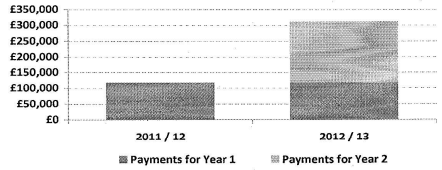
Year of Delivery

Cumulative Payments	2011 / 12	2012 / 13	2013 / 14	2014 / 15	2015 / 16	2016 / 17	2017 / 18
Payments for Year 1	£117,312	£117,312	£117,312	£117,312	£117,312	£117,312	
Payments for Year 2		£193,346	£193,346	£193,346	£193,346	£193,346	£193,346
2012/13: Total Payments		£310,659					

Total Payments (2012/13)

Year 1	£117,312
Year 2	£193,346
Total Payment:	£310,659

Total New Homes Bonus Payments



Assumptions:

1. Net additional dwellings are calculated by subtracting effective stock (total stock less long-term empty homes) as recorded on the CTB in one year from the previous year.
http://www.communities.gov.uk/publications/housing/finalschemedesign

2. Data taken from the Council Tax Base form: http://www.communities.gov.uk/publications/corporate/statistics/counciltaxbase2011

3. Combined data from affordable housing (http://www.communities.gov.uk/documents/housing/xls/2001161.xls) and affordable traveller pitches (http://www.communities.gov.uk/documents/statistics/xls/2030950.xls).
NB: a number of revisions have been made to these data and so will not match the published tables in all cases.

4. Affordability is measured by the ratio of lower quartile house price to lower quartile earnings: http://www.communities.gov.uk/documents/housing/xls/152924.xls.

Committee:	Executive	Agenda Item No.:	6.
Date:	19th November 2012	Status	Open
Category	1. Key decision included in Forward Plan 2. Decision within the functions of Executive		
Subject:	Corporate Plan Targets April - September 2012 Update Report		
Report by:	Assistant Director- Strategy and Performance		
Other Officers Involved	Relevant Assistant Directors/ Directors/ Heads of Service		
Director	Chief Executive Officer		
Relevant Portfolio Holder	Councillor E. Watts, Leader of the Council		

RELEVANT CORPORATE AIMS

This report is an update on all of the corporate plan targets as follows:

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

TARGETS

As detailed in the report.

VALUE FOR MONEY
All targets have a template which is housed within the Performance Management System (PERFORM). Within this template target owners have identified any financial challenges and provided details of the expected outcomes to customers.

THE REPORT

The Corporate Plan 2011 - 2015 was approved by members in September 2011 following an internal and external consultation exercise. The Annual Performance Plan for 2011/12 was completed in July 2012.

Within the report are the performance updates for the period April (as appropriate) to September 2012. The targets have been presented to the

Scrutiny Committees for consideration. The following is a summary of the overall performance:

Community Safety

- One target has already been reported as successfully completed.
- The remaining seven targets are all on track.

Customer Focused Services

- Five targets are confirmed as on track
- One target CFS 10 is slightly behind target for this quarter.
- Four targets have been removed from the report as they have been successfully completed and reported previously.

Environment

- EO5 is the first Environment target to be achieved.
- E02 is awaiting a written report.
- E06 is performing below target.
- All other targets are reported as on track.

Regeneration

- Four targets have already been successfully reported as complete.
- Target R12 has been completed this quarter bringing the total targets completed to five within this aim.
- The remaining targets are on track.

Social Inclusion

- Three targets have already been successfully reported as complete.
- SI 06 has now been achieved.
- Five targets are reported as on track.

Strategic Organisational Development

- All seven targets are reported as on track

Improvement Scrutiny Committee and Sustainable Communities Scrutiny Committee each requested a written report from Officers on a target. These will be submitted to the next meetings. A verbal update was also requested by the Improvement Committee which was dealt with at the Committee.

The full corporate plan updates are as follows:

Community Safety Corporate Plan Targets	Status		Progress	Target Date
CS 02 - Increase percentage of successful Anti-Social Behaviour Contract's (ABCs) to 90%.	On track		September 2012: Since the start of monitoring this target in October 2011 we have commenced 21 Acceptable Behaviour Contracts. Of these 21 one has been cancelled and the perpetrator has been served with an Anti Social Behaviour Order, one has been extended for a further three months and ten have been completed successfully. The other 9 are currently being monitored with no substantial breaches. Monitoring will continue until the end of the Contract (usually 6 months). Based on the 21 current ABC's, ten successfully completed ABCs and one failure and 10 ongoing successes, the success rate is 95%.	Tue-31-Mar-15
CS 03 - Deliver 8000 hours of positive activity through community based engagement per year.	On track		Sept 2012: (only 5 months reported) As at 5 months 2012/13, we have delivered 4313 participatory hours against an annual target of 8000 (54% against a target of 42%).	Tue-31-Mar-15
CS 04 - Reduce the incidence of flytipping, dog fouling and littering by 20% by March 2015.	On track		Sept 2012 - During the second quarter actions have continued to improve performance and meet the target Details of these actions are available from Environmental Health. Below are details of the number of incidents. 2010/2011 2011/2012 2012/13 Q1 2012/13 Q2 Fly tipping 746 640 133 144 Dog fouling 285 284 44 50 Littering 226 311 51 46 TOTALS 1257 1235 228 240	Tue-31-Mar-15
CS 05 - Ensure that all tenants of bungalows and sheltered housing schemes are offered new doors with secure locking mechanisms by April 2015.	On track		Sept 2012 - There are now only approximately 40 doors to fit to our bungalows and the programme of work has been received very favourably by tenants.	Tue-31-Mar-15

CS 06 - Install 100 new lifelines within the community each year.	On track		July - Sept 2012 - 78 Careline units installed.	Tue-31-Mar-15
CS 07 - Identify and deliver initiatives to reduce acquisitive crime by 3% per year from the 2011 baseline.	On track		Percentage figures for serious acquisitive crime and violent crime are no longer available. As from April 2012 the Home Office classify crime as 'victim based crime, non victim based crime or fraud and forgery'. Crime counts are calculated using the date the crime report was created. SEPTEMBER 2012 UPDATE The performance update for August shows there has been a 15.7% reduction in all crime when compared to the previous 12 months. There has been a 10.1% increase in domestic burglary (25 crimes) compared to the previous 12 months and a 20.7% reduction in non-domestic burglary (100 crimes). Theft from vehicle shows a 16.8% reduction (59 crimes) and theft of vehicle shows a 37.6% reduction (62 crimes) compared to the previous 12 months.	Tue-31-Mar-15
CS 08 - Identify and deliver initiatives to reduce assault with less serious injury by 3% per year from the 2011 baseline.	On track		Percentage figures for serious acquisitive crime and violent crime are no longer available. As from April 2012 the Home Office classify crime as 'victim based crime, non victim based crime or fraud and forgery'. Crime counts are calculated using the date the crime report was created. SEPTEMBER 2012 UPDATE The performance update for August shows there has been a 15.7% reduction in all crime when compared to the previous 12 months. Violence with injury has seen a 15.1% reduction (72 crimes) and violence without injury shows a 14.4% reduction (52 crimes) compared to the previous 12 months.	Tue-31-Mar-15

Customer Focused Services Corporate Plan Targets	Status		Progress	Target Date
CFS 01 - Review and deliver the Engagement Plan annually	On track		Sept 2012 - Engagement plan leads will be contacted for updates during October 2012 for reporting to Improvement Group meeting on 20/11/12. Engagement Plan 2012/13 produced and taken to Improvement Group on 12/06/12. Engagement Plan 2011/12 nearly fully evidenced. Both documents/evidence can be viewed at L:\Groups\Engagement Plan.	Tue-31-Mar-15
CFS 02 - Review and deliver the Communication Plan annually	On track		September 2012 - Communication Plan 2011/12 presented and approved by Improvement Group 2.8.11. Plan is on ERiC and officers working to the document. 2012/13 updated and discussed at Improvement Group.	Tue-31-Mar-15
CFS 06 - Reduce average relet times of Council properties from 25 days to 22 days by March 2015.	On track		September 2012 - estimate figure for 2nd quarter 22 days (NOT cumulative). Figure for Q2 to be updated once calculated.	Tue-31-Mar-15
CFS 07 - Fully deliver the Customer Service Excellence Implementation Plan and retain accreditation by March 2014.	On track		Sept 2012 - Updates from plan leads will be sought in October 2012 for reporting to the Improvement Group on 20/11/12. Compliance with the standard maintained currently. Improvement plan taken to Improvement Group on 12/06/12 and approved together with an updated original improvement plan showing outcomes.	Mon-31-Mar-14
CFS 08 - Carry out 97% of repairs to Council houses on the first visit (Right First Time) by March 2015.	On track		September 2012 - Right First Times - 97%	Tue-31-Mar-15
CFS 10 - Process all new Housing and Council Tax benefit claims within 20 days.	Failing		Sept 2012: New claims processing times for July is 20.87 days and August 18.74 days. Data for September will not be available until the end of October Average processing time for new claims for quarter 1 is 20.50 days. Thus the	Sat-31-Mar-12

			processing time for April-August is 20.22 days	

Environment Corporate Plan Targets	Status		Progress	Target Date
E 01 - Recycle and compost 45% of household waste by March 2015.	On track		Sept 2012 - The amount of waste recycled continues to increase further to integration of burgundy bin collection and is currently at 45% (estimate). However, overall, and allowing for seasonal variation, it is anticipated we will achieve approximately 40% at March 2013.	Tue-31-Mar-15
E 02 - Reduce the level of municipal waste land filled by reducing the quantity of the household waste sent to landfill to 15,000 tonnes by 2015.	On track		October 2012 – Awaiting written report for Members to consider following discussion at Cabinet and Scrutiny.	Tue-31-Mar-15
E 03 - Complete and adopt the final Core Strategy Development Plan Document by December 2013.	On track		Oct 2012: Local Plan Topic papers on Employment and Transport, and Infrastructure Study approved by Planning Committee. Consultation completed on Local Strategy Statement and reported to Council. Work progressing on affordable housing and viability issues.	Tue-31-Dec-13
E 04 - Reduce fuel usage and CO^2 emissions from our transport, plant and equipment used to deliver services by 3% year on year.	On track		September 2012 - At the end of quarter two the fuel issued is 45.11% of the annual allowance. The annual allowance takes into account the target 3% reduction. We are on track to meet the target.	Tue-31-Mar-15
E 05 - Deliver the first BREEAM excellent standard workspace in Shirebrook through external funding by March 2013.	Achieved		Sept 2012 –This project was completed in August 2012 and has been assessed as BREEAM excellent.	Sun-31-Mar-13
E 06 - Increase the Standard of Cleanliness, so that 96% of streets each	Failing		Sept 2012 - Litter 98.19% of streets met the cleanliness standard whereas only 87.52% of streets met the Detritus standard	Tue-31-Mar-15

year meet the criteria of an acceptable standard, established by Keep Britain Tidy Group Local Environment Quality Standards (LEQS).				
E 07 - Complete and adopt residential development guide as Supplementary Planning Guidance by December 2012.	On track		September 2012: Meeting with Citizens Panel to discuss document. Agreement with all four Councils to begin formal consultation exercise mid October	Mon-31-Dec-12
E 08 - Consider whether the former Coalite site meets the statutory definition of contaminated land by March 2012	Extended		Sept 2012 - No success with external funding sources therefore further site investigation commenced on 1/10/12 involving six months sampling in accordance with risk assessment review report and determination process. Work progressing with NEDDC and Environment Agency and liaison with all interested parties continuing to ensure a long term sustainable solution.	Fri-30-Aug-13
E 09 - Bring 40 private sector empty properties back into use by March 2015.	On track		Sept 2012 - The second quarter in 2012/13 has seen 62 properties come back into use highlighting the continued greater activity in the summer months. Total to date is 132 properties brought back into use and therefore still well over target.	Tue-31-Mar-15

Regeneration Corporate Plan Targets	Status		Progress	Target Date
R 02 - Deliver a health intervention programme which provides 500 adults per year with an exercise plan accessed via the GP referral scheme.	On track		October 2012 - For the financial year 12/13, 329 clients have been referred to the Bolsover Wellness programme. The target figure was revised following a review of the referral process and reflects the current targets set by the PCT in the hub specification.	Tue-31-Mar-15
R 03 - Increase participation/ attendances in sport, physical and cultural activity each year for the lifetime of the plan.	On track		Sept 12: (only 5 months reported) With 5 months gone of 2012/13, attendances recorded should be 42% approx of the target 285,000 = 119,700. The actual number of recorded attendances as at month 5 is 41.5% of target = 118,556. This figure includes an estimate based on previous years at KLC as we have no access to there attendances for the period prior to handover. In addition this figure does not include Clown Leisure Facility figures yet.	Tue-31-Mar-15
R 04 - Deliver a child focused health intervention programme to 95% of identified Key Stage 2 year groups by March 2015	On track		September 2012 - The current financial year covers the end of the last academic year (Apr - July 2012) and the start of the new academic year. During this period up to end of the autumn term the Five:60 programme will be delivered to 81% of identified key stage 2 children throughout the district.	Tue-31-Mar-15
R 05 - Offer assistance to 150 households to address affordable warmth issues by March 2012.	On track		Sept 2012 - In the 2nd quarter of 2012/13, an outturn of 187 engagements has been achieved. This means that a total of 348 engagements for the year have already been achieved which is well above the target.	Tue-31-Mar-15
R 06 - Deliver £100,000 of New Homes Bonus per annum in the district as part of Local Investment Plan	On track		September 2012: The 2011/12 target of £100,000 was exceeded by over £42,000. As assessment is being undertaken in October 2012 as to the current position for 2012/13.	Tue-31-Mar-15
R 07 - Deliver a retail development to	On track		Sept 2012 - Planning consent has been given and section 106	Mon-31-

Shirebrook Town Centre by March 2014.			works agreed. The Director of Development is in talks with Tesco about a start date for the construction phase. Oct 2012 Start date being pursued direct with Tesco.	Mar-14
R 10 - Remove 120 category 1 hazards (as defined by the Housing Act 2004) within private sector housing by March 2015.	On track		Sept 2012 - In the 2nd quarter of 2012/13, 11 category 1 hazards have been removed. That brings the total achieved since April 2011 to 64 and therefore well on target.	Tue-31-Mar-15
R 12 - Deliver 2,000 m2 of new workspace in Shirebrook by December 2012.	Achieved		Sept 2012 – The construction of the Tangent was completed and handed over in August 2012.	Mon-31-Dec-12
R 13 - Assist economic growth within the district through direct support for 60 existing businesses and the creation of 39 new businesses by December 2013.	On track		Sept 2012 - Assist economic growth within the district by December 2013: Direct support for 60 existing businesses - ACHIEVED Creation of 39 new businesses - 7 achieved to date, the remaining 32 should be achieved under: Targets for the Tangent Business Centre, completed and handed over in August 2012, the centre is ERDF funded and has a target to create 24 new businesses by Dec. 2013. The Grow Your Own Enterprise project funded by ERDF, Nottingham Business Venture has the overall target to create 1,400 new businesses across the East Midlands (until December 2015). The programme will target areas of greatest need to increase business start-up by providing face to face business support and workshops and is anticipated to return at least 8 new businesses within the timeframe to Dec. 2013. It is unfortunate that the LEO Supporting Enterprise project (Local Enterprise Growth Initiative) failed to achieve the outputs contracted under WNF. However the before mentioned	Tue-31-Dec-13

			project activities should ensure that the target to create 39 businesses is achieved.	

Social Inclusion Corporate Plan Targets	Status		Progress	Target Date
SI 01 - Fully deliver the actions identified in the Single Equality Scheme by March 2015.	On track		September 2012 - Annual Review 2011/12 completed. Progress reported to Improvement Group 12.06.12. Review approved by Executive for approval on 2.07.12. Half year review due to go to Improvement Group November 2012. Majority of actions are on target.	Tue-31-Mar-15
SI 02 - Prevent homelessness for more than 50% of people who are facing homelessness each year.	On track		April 2012 - Sept 2012 - 59% of homeless approaches were prevented. (152 approaches, 90 prevented)	Tue-31-Mar-15
SI 03 - Carry out 200 adaptations to council houses each year	On track		Sept 2012 - 99 adaptations completed April to Sept 2012	Tue-31-Mar-15
SI 04 - Produce a Tenancy Strategy in line with new statutory requirements by December 2013 (or by the statutory timescale).	On track		September 2012: Under the Localism Act there is a legal duty for local housing authorities to produce a Tenancy Strategy by the 15th January 2013. A new Housing Strategy Manager started in post from October 1st, following a 6 month vacancy, and will be producing the strategy in time to take to Council in December 2012.	Tue-31-Dec-13
SI 05 - Maximise the supply of affordable housing in the district and deliver an average of 20 units per annum by March 2015.	On track		September 2012: Still on target to deliver an average of 20 new affordable homes per annum. New Housing Strategy Manager in post from October 1st, following a 6 month vacancy, and a detailed update will be provided in the following quarter	Tue-31-Mar-15
SI 06 - Produce and adopt a	Achieved (behind		October 2012 - The Homelessness Strategy was	Sat-30-Jun-12

Homelessness Strategy by March 2012.	target)		approved by Executive on 28th May 2012.	

Strategic Organisational Development Corporate Plan Targets	Status		Progress	Target Date
SOD 01 - Reduce the Council's overall spend in accordance with the Savings Strategy by March 2013.	On track		Sept 2012 - The Council has made good progress in achieving its savings target of £0.975m in respect of 2012/13. The time required to implement certain of the elements within the Strategy will mean that the full level of savings will not be achieved in respect of 2012/13. The shortfall is currently anticipated to be some £0.2m, although it should be noted that this figure includes addressing some in year cost pressures that were identified by the budget monitoring process. Officers are currently in the process of considering what options are available to address the £0.2m shortfall and what measures are available to address the shortfall for 2013/13 which will arise a result of the Government's Comprehensive Spending Review.	Sun-31-Mar-13
SOD 02 - Reduce the percentage of rent arrears by 20% by 2015.	On track		September 2012: At the start of the monitoring for Corporate Plan the arrears were 2.8% (£486.526). At the end of September 2012 the figures stands at 2.6% (£500,221) this is a decrease of 8%	Tue-31-Mar-15
SOD 03 - Reduce the level of Former Tenants Arrears by 25% by 2015.	On track		September 2012: The starting figure was £658,493.14 as at the end of September 2011 a 25% reduction would be £493,869.85 At the end of September the figure was £562,066.49 which is a decrease of 15%. Since the start of the Corporate Plan £48,705.62 former tenants arrears have been collected and £198,295.00 has been written off which has been a reduction of £247,000.62.	Tue-31-Mar-15
SOD 04 - Reduce the	On		Sept 2012: The Council has	Tue-

cost of collection of income year on year by increasing options available to customers.	track		continued to work to encourage customers to migrate to more cost effective payment options such as Direct Debit which is an on going process. The Payments Strategy is in the process of being reviewed but officers are of the view that this is unlikely to deliver the level of savings that was previously anticipated.	31-Mar-15
SOD 05 - Develop a series of business cases in respect of joint services/collaboration to deliver £750k savings by March 2014.	On track		Sept 2012 - Savings achieved from the Joint Management Structure amount to £343,000. These relate to the Joint CEO, Joint Directors and Joint Assistant Directors. The Business Cases currently being implemented have planned savings of: Environmental Health £206,000 Garage Review £50,000 Street Scene £50,000 TOTAL £306,000 Some of these have already been achieved such as income from the MOT Station at Doe Lea is now being received and savings are already being achieved from Joint Street Scene Management. In total the savings achieved and being implemented amount to £649,000 as at September 2012 against a target of £750,000 by March 2014.	Mon-31-Mar-14
SOD 06 - Fully deliver the Investors in People Implementation Plan and retain Silver level accreditation by July 2014.	On track		September 2012 - Investors in People Improvement Plan developed and agreed. Reviewed at Improvement Group on 3.4.12 and 25.9.12. Development work is ongoing.	Thu-31-Jul-14
SOD 07 - Produce a People Strategy 2011-15 by September 2011 and fully deliver milestones by March 2015.	On track		September 2012 – People Strategy approved by Council on 21st September 2011. 3 of the 11 targets have been completed (see People Strategy for further details). Owing to staff changes within the section following implementation of the 3rd tier Strategic Alliance no further progress made as yet. Most of the remaining actions fall within 2013/14.	Tue-31-Mar-15

ISSUES/OPTIONS FOR CONSIDERATION

Progress against the Corporate Plan targets as outlined in the report.

IMPLICATIONS

Financial: None within this report.
Legal: None within this report.
Human Resources: None within this report.

RECOMMENDATION

That Executive note the progress against the Corporate Plan 2011-2015.

REASON FOR DECISION TO BE GIVEN IN ACCORDANCE WITH THE CONSTITUTION

In line with the Executive function to monitor progress against the Corporate Plan.

ATTACHMENTS: No
FILE REFERENCE:
SOURCE DOCUMENT:

Committee:	Executive	Agenda Item No.:	7.
Date:	19th November 2012	Status	Open
Category	3. Part of the Budget and Policy Framework		
Subject:	Information Requests – April to September 2012		
Report by:	Information & Engagement Manager		
Other Officers Involved	Information Assistant		
Director	Chief Executive Officer		
Relevant Portfolio Holder	Councillor E. Watts, Leader of the Council		

RELEVANT CORPORATE AIMS

CUSTOMER FOCUSED SERVICES – Providing excellent customer focused services
STRATEGIC ORGANISATIONAL DEVELOPMENT – Continually improving our organisation.

The effective management of requests for information made under the Freedom of Information Act 2000 provides requesters with a customer focused service and ensures compliance with the Act.

TARGETS

Local performance indicator for replying to requests within standard.

VALUE FOR MONEY

A centrally administered information requests service enables a large number of requests to be administered by a small team. It also enables effective co-ordination of information and application of knowledge.

THE REPORT

To provide information on requests made under the Freedom of Information Act 2000, Environmental Information Regulations 2004 and Data Protection Act 1998 for the period 1st April 2012 to 30th September 2012.

Freedom of Information and Environmental Information Requests

Volumes

- 185 Freedom of information (FOI) requests
- 31 Environmental information requests (EIR)
- 216 Requests received in total for processing

- 27 requests received for information held by other organisations

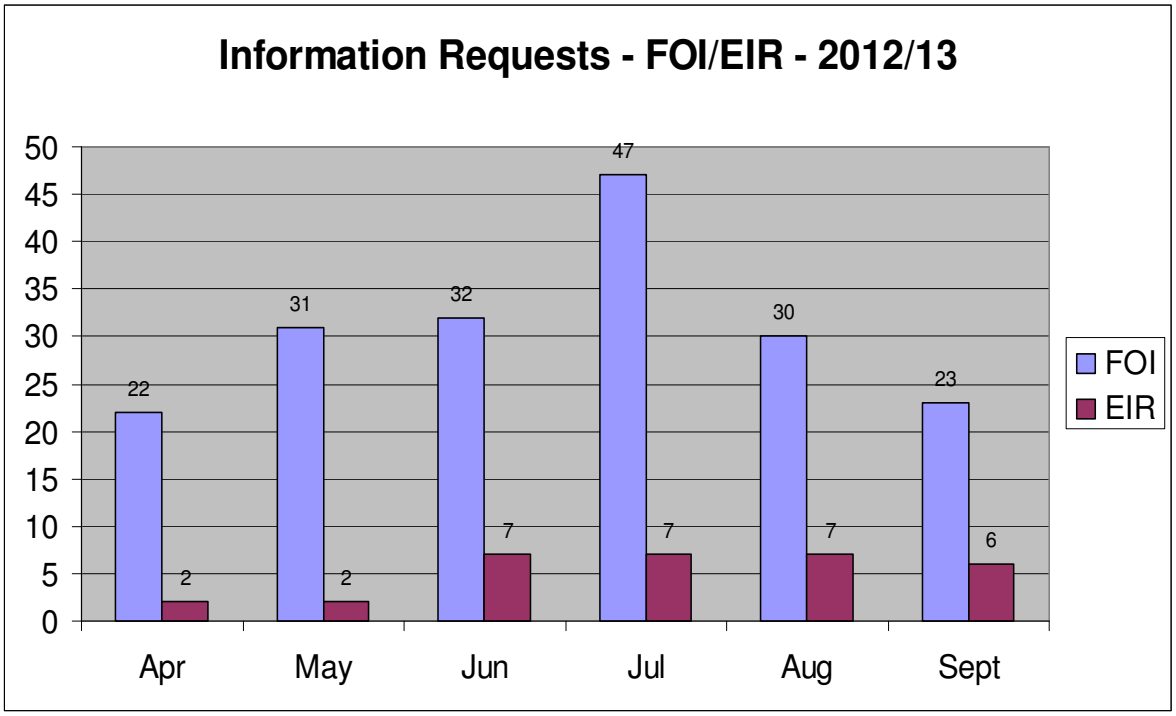


Table A provides a breakdown of requests by department.

Performance

Target: 100% of requests to be responded to within 20 working days.

- 212 (98%) FOI and EIR requests were responded to within 20 working days

By timescale:

- 43 (20%) responded to within 10 working days
- 74 (34%) within 11-15 working days
- 95 (44%) within 16-20 working days
- 4 (2%) over 20 working days[1]

[1] An extension was applied to three requests to consider an exemption. Another was extended as department needed more time to find the information.

Other Information

Table B provides a summary of the FOI requests received by date order.

Provision of information for FOI requests:

- No information was held in relation to 90 (42%) requests
- Information was provided for 65 (30%) requests
- Some information was provided for 61 (28%) requests

The following information has been requested on multiple occasions:

- Details of public health funerals[2] (x13)
- Business rate accounts in credit (x8) (see footnote 2)
- Information concerning the development of Sherwood Lodge and the Council's preferred developer, Morrison's (x8)
- Lists of empty domestic and commercial properties (x5) (see footnote 2)
- Information on property searches (x3)

Data Protection Requests

We receive requests from individuals seeking their own personal data (subject access requests) and requests from third parties seeking personal data under one of the subject access exemptions listed under the Data Protection Act 1998.

Volumes

- 2 Subject Access requests received
- 7 Third party requests received for personal data held

Performance

- All responded to within 40 calendar days – the prescribed timescale within the Act

By timescale:

- 5 responded to within 5 working days
- 1 within 6-10 working days
- 1 within 11-15 working days
- 1 within 31-35 working days
- 1 within 36-40 working days

[2] Information on public health funerals, business rate accounts in credit and empty commercial property listings is routinely published on our website – request usually satisfied by provision of a web link.

ISSUES/OPTIONS FOR CONSIDERATION

None

IMPLICATIONS

Financial: None
Legal: None
Human Resources: None

RECOMMENDATION

That the report be received.

REASON FOR DECISION TO BE GIVEN IN ACCORDANCE WITH THE CONSTITUTION

To keep Members informed of volumes and trends regarding information requests.

ATTACHMENTS: **Y**
FILE REFERENCE: N/A
SOURCE DOCUMENT: N/A

Table A: Information Requests by Department April to September 2012

Department/Section	April 2012 to September 2012			
	No. of requests	Freedom of Information	Data Protection	Environmental Information
Chief Executive and Partnership Team	1	1		
Human Resources & Payroll	22	21	1	
Legal	13	12	1	
Democratic Services	6	5	1	
Strategy & Performance	11	11		
Financial Services	29	29		
Contact Centres	5	4	1	
Revenues & Benefits	37	31	6	
Shared Procurement Unit	6	6		
Regeneration	34	34		
Planning	51	25	1	25
Environmental Health	78	48	1	29
Leisure	4	3	1	
Street Services	11	11		
Community Services	4	2	2	
Housing	29	22	7	
Totals	341	265	22	54

Table B - Freedom of Information Requests Summary April to September 2012

Date received	Reference	Summary of request	Departments request sent to	No. of work days	Information released
04/04/12	F/01/1213	List or database of the retailers which fall into farm shops and local food retailers category	Environmental Health	20	No - Information exempt Section 21 available by other means - charge for hard copy
10/04/12	F/02/1213	Detail amount of money that has been spent with Dark Scaffolding	Housing, Regeneration Finance/Revenues	18	Yes
10/04/12	F/03/1213	Information relating to children licensed to do part-time jobs	Environmental Health	18	No information held
10/04/12	F/04/1213	List of all developments for which planning permission granted in last 12 years where there is a requirement for on site affordable housing	Planning	18	No - Refusal (Section 12) - exceeds appropriate limit
10/04/12	F/05/1213	Questions in relation to housing properties assessed at current market values	Housing	18	Partially - some not held
12/04/12	F/06/1213	Information relating to unclaimed credit balances	Finance/Revenues	19	Yes
12/04/12	F/07/1213	Information in relation to customer contact call logging	Contact Centres	19	Yes
17/04/12	F/08/1213	Details of credits held for ratepayers in respect of payment of business rates	Finance/Revenues	15	Yes
17/04/12	F/09/1213	Information on 'On the Spot' fines for environmental offences	Environmental Health	19	Some information provided, some not held
19/04/12	F/010/1213	Empty properties within the authority's area	Housing	19	Some information provided, some not held

Table B - Freedom of Information Requests Summary April to September 2012

Date received	Reference	Summary of request	Departments request sent to	No. of work days	Information released
20/04/12	F/011/1213	Dog breeding establishments	Environmental Health	19	Yes
20/04/12	F/012/1213	Rates payable on properties over £40,000	Finance/Revenues	19	Yes
20/04/12	F/014/1213	Dates roads were swept in Barlborough	Street Services	20	Yes
20/04/12	F/015/1213	Section 106 agreements	Planning Finance/Revenues	20	Some information provided, some not recorded in form required
20/04/12	F/016/1213	Contact details for managers	Strategy & Performance	19	Yes
25/04/12	F/017/1213	Copy of charges for pre-planning application discussions held with planning team and any terms and conditions attached	Planning	19	No information held
25/04/12	F/018/1213	Information regarding warm air district heating systems used to heat blocks of council housing	Housing	19	No information held
25/04/12	F/019/1213	Information on Pet Shop licences	Environmental Health	20	Yes
27/04/12	F/020/1213	Questions relating to Street Services waste and cleansing sickness absence	Street Services Human Resources & Payroll	19	Some information provided, some not held
26/04/12	F/021/1213	Public Health funerals carried out since December 2011	Environmental Health	20	No - Information exempt Section 21 available by other means - on website
30/04/12	F/025/1213	Information on staffing	Human Resources & Payroll	19	Yes
27/04/12	F/023/1213	Information relating to the operating of lap dancing venues	Environmental Health	20	No information held

Table B - Freedom of Information Requests Summary April to September 2012

Date received	Reference	Summary of request	Departments request sent to	No. of work days	Information released
30/04/12	F/024/1213	Copy of deeds/covenants for transfer of land at Kitchen Croft and Sherwood Lodge to Bolsover District Council	Legal	20	No - Information exempt Section 21 available by other means - given link to land registry website
30/04/12	F/026/1213	Job descriptions, person specifications and salary band applicable for all democratic staff for Committee Support, Scrutiny Support, Civic Support and Elections	Human Resources & Payroll	20	Yes
01/05/12	F/027/1213	Business rates information for credit totals over £2000 before 2012	Finance/Revenues	19	Yes
02/05/12	F/028/1213	Organisations that are contracted to provide public services on our behalf	Finance/Revenues, Procurement	19	Some information provided, some not held
04/05/12	F/029/1213	Information on how BDC handles Subject Access Requests	Customer Service	17	Some information provided, some not held
04/05/12	F/030/1213	Copies of councillors (x2) expense claims for the period April 2011 to March 2012	Human Resources & Payroll	18	Some information not held, some provided
04/05/12	F/031/1213	List of empty domestic and commercial properties in area	Finance/ Revenues	18	Yes
04/05/12	F/032/1213	Questions related to redundancies	Human Resources & Payroll	18	Some information provided, some not held

Table B - Freedom of Information Requests Summary April to September 2012

Date received	Reference	Summary of request	Departments request sent to	No. of work days	Information released
08/05/12	F/033/1213	Information on recycling/waste management services	Street Services	17	Some information provided, some exempt available by other means (Section 21)
09/05/12	F/034/1213	How many jobs transferred to private sector in 2010/11 and 2011/12	Human Resources & Payroll	16	No information held
10/05/12	F/035/1213	Information relating to value of commuted sums accepted from developers in lieu of on-site affordable housing provision outlined in Section 106 agreements	Planning Finance/Revenues, Housing	20	Some information provided, some not held
11/05/12	F/036/1213	Figures relating to loss of money to BDC resulting from unpaid tenant rents, council tax and business rates for 2008/09, 2009/10, 2010/11 and 2011/12	Regeneration, Finance/Revenues, Housing	19	Some information provided, some not held
11/05/12	F/037/1213	Information on social and affordable housing	Regeneration, Planning, Housing	14	Some information provided, some not held
14/05/12	F/038/1213	Remuneration details of the Chief Executive and the Leader of the Council	Human Resources & Payroll	15	Yes
14/05/12	F/039/1213	Information on joint working practices between Housing and Social Services when dealing with 16 and 17 year olds	Housing	18	No information held - provided DCC details
14/05/12	F/040/1213	Has BDC sold any electoral roll data	Democratic Services	19	Some information provided, some not held

Table B - Freedom of Information Requests Summary April to September 2012

Date received	Reference	Summary of request	Departments request sent to	No. of work days	Information released
16/05/12	F/042/1213	Information on use of land	Finance/Revenues	17	Some information provided, some exempt Section 40 Personal information
17/05/12	F/043/1213	Details of properties benefitting from mandatory charitable relief in respect of Business Rates	Finance/Revenues	17	Yes
18/05/12	F/044/1213	Information on tree preservation order	Planning	17	Exempt under Section 21 information available by other means – on website
18/05/12	F/045/1213	Information on weekly collections support scheme	Street Services	16	No information held
18/05/12	F/046/1213	Information on tattoo and ear piercers registered with BDC	Environmental Health (Commercial)	17	Yes
21/05/12	F/047/1213	Business Rate Credits on Non-Domestic Rate Accounts from April 1 1990	Finance/Revenues	15	Yes
22/05/12	F/048/1213	Information on Business Rates	Finance/Revenues	15	Yes
22/05/12	F/049/1213	Installation, service, maintenance and repair of passenger/goods lifts	Regeneration	15	Some information provided, some not held
22/05/12	F/050/1213	Information on persons who have died since Feb 2012 whose detail have been passed on to the Treasury Solicitor, Duchy of Lancaster/Cornwall or local Procurator Fiscal office in Scotland	Environmental Health	3	No - Information exempt Section 21 available by other means - on website
23/05/12	F/051/1213	Information on housing stock	Finance/Revenues	14	Some information provided, some not held

Table B - Freedom of Information Requests Summary April to September 2012

Date received	Reference	Summary of request	Departments request sent to	No. of work days	Information released
23/05/12	F/052/1213	Information on fixed penalty notices (littering)	Environmental Health	14	Some information provided, some not held
23/05/12	F/053/1213	Details of all properties that have any historic credit on their account	Finance/Revenues	14	Yes
23/05/12	F/054/1213	Grass cutting schedule for Barlborough	Street Services	18	Yes
24/05/12	F/055/1213	Information on the archaeological trenching at Sherwood Lodge	Regeneration	14	Some information provided, some not held
25/05/12	F/056/1213	Information on shared services	Strategy and Performance	16	Yes
25/05/12	F/057/1213	Information on proposed development of Sherwood Lodge with regard to Planning.	Planning Environmental Health, Regeneration, Strategy & Performance	28	Some released, some exempt from disclosure Section 43 (2) Commercial Interests
25/05/12	F/058/1213	Information on details of payment terms to suppliers	Finance/Revenues	17	Partially, some information provided, some not held
25/05/12	F/059/1213	Information on Revenues collection and Benefits provision	Finance/Revenues H/R and Payroll	17	Partially, some information provided, some not held
28/05/12	F/060/1213	Information on local elections	Democratic Services	15	Some information held, some exempt Section 21 available by other means - on website

Table B - Freedom of Information Requests Summary April to September 2012

Date received	Reference	Summary of request	Departments request sent to	No. of work days	Information released
01/06/12	F/062/1213	Ratepayers name for 13 Vernon Street, Shirebrook from 01/04/2003 to 28/10/2004	Finance/Revenues	12	Yes
06/06/12	F/063/1213	Ratepayers who are a limited company who hold a historic credit	Finance/Revenues	11	Yes
06/06/12	F/065/1213	Accrued NNDR credit balances	Finance/Revenues	11	Yes
07/06/12	F/066/1213	Information on home adaptations	Environmental Health	10	Yes
07/06/12	F/067/1213	Details of contracts held with external organisations for the treatment of waste collected by authority	Street Services	14	No information held
08/06/12	F/068/1213	How many cases have we won/settled/partially won/lost at Leasehold Valuation Tribunals for 07/08, 08/09, 09/10, 10/11 and 11/12	Housing	13	No information held
08/06/12	F/069/1213	Information on profit share agreement with contractors that provide major work and maintenance services to leasehold properties	Regeneration	13	No information held
08/06/12	F/070/1213	Information on permanent employees within our organisation	Human Resources & Payroll	13	Some information held, some exempt Section 21 available by other means - on website
29/06/12	F/071/1213	Minutes of any meetings with Morrisons over proposed buildings on common land	Regeneration Strategy & Performance Planning Environmental Health	14	Information held but exempt under Section 43(2) (Commercial Interests)
08/06/12	F/072/1213	Total number of leaseholders who have received major works bills for 07/08, 08/09, 09/10, 10/11 and 11/12	Housing, Regeneration	13	No information held

Table B - Freedom of Information Requests Summary April to September 2012

Date received	Reference	Summary of request	Departments request sent to	No. of work days	Information released
08/06/12	F/073/1213	Questions pertaining to Decent Homes funding for 07/08, 08/09, 09/10, 10/11 and 11/12	Finance/Revenues, Housing	19	No information held
08/06/12	F/074/1213	How many Leasehold Valuation Tribunal Challenges in past 5 years have involved contractors who are framework partners under agreements with the council	Housing	13	No information held
08/06/12	F/075/1213	Information on refuse collectors	Street Services	13	No information held
08/06/12	F/076/1213	How many leaseholders have received major works bills over £10,000 and £20,000 over last five years	Housing, Regeneration	13	No information held
11/06/12	F/077/1213	How many notifications under Section 11 of Data Protection Act 1984 received in last 12 months and how many complaints relating to the Edited Register opt out box	Strategy and Performance Democratic Services	13	No information held
11/06/12	F/079/1213	Information in relation to how much money is spent on taxi fares	Human Resources & Payroll	18	Some information provided, some not held
11/06/12	F/080/1213	Structure on Accountancy and Finance, Human Resources and Procurement	Strategy and Performance	18	No - Information exempt Section 21 available by other means - on website
12/06/12	F/082/1213	Information on all vacant commercial premises with a current rateable value over £2,600.00	Finance/Revenues	17	Yes
12/06/12	F/083/1213	How many public health funerals has authority performed from February 2012	Environmental Health	3	No - Information exempt Section 21 available by other means - on website

Table B - Freedom of Information Requests Summary April to September 2012

Date received	Reference	Summary of request	Departments request sent to	No. of work days	Information released
13/06/12	F/084/1213	Information regarding suitable parking for motor-homes	Regeneration	17	No information held
15/06/12	F/085/1213	Information on applications for planning permission from 01/01/06 to present day.	Planning	15	No information held
19/06/12	F/087/1213	How many public health funerals have been passed or in process of being referred to Treasury Solicitor	Environmental Health	2	No - Information exempt Section 21 available by other means - on website
20/06/12	F/088/1213	Payments made by BDC to any Christian churches, Christian ministries or other Christian worship groups	Finance/Revenues	12	Yes
21/06/12	F/089/1213	Information in relation to fly tipping	Street Services, Environmental Health	17	Some information provided, some not held
21/06/12	F/090/1213	Number of business/commercial planning applications received and approved in 2010, 2011 and 2012 so far	Planning	15	No - Refusal (Section 12) - exceeds appropriate limit
22/06/12	F/093/1213	Information on zoos in the area	Environmental Health	15	No information held
22/06/12	F/094/1213	Information on provision of traveller sites	Environmental Health	15	No information held
25/06/12	F/095/1213	Information on vehicle fires in taxis and the provision of fire extinguishers	Environmental Health	18	Some information provided, some not held
25/06/12	F/096/1213	Copies of correspondence to planning department for applications to build concerning land that has been judged as no payment necessary for pre-application fees	Planning	7	No information held

Table B - Freedom of Information Requests Summary April to September 2012

Date received	Reference	Summary of request	Departments request sent to	No. of work days	Information released
26/06/12	F/097/1213	Information on the authority's level of spending on property services and facilities management	Housing, Regeneration	16	Some information provided, some Refusal (Section 12) - exceeds appropriate limit
26/06/12	F/098/1213	List of subcontractors, suppliers and consultants involved in construction of one and two storey Shirebrook Enterprise Centre	Regeneration	17	Yes
26/06/12	F/099/1213	Business rates completion notices on commercial buildings	Finance/Revenues	17	Yes
27/06/12	F/101/1213	Addresses of any empty properties that are privately owned, council owned or commercial	Finance/Revenues Regeneration Housing	17	Partially, some information held
28/06/12	F/102/1213	Information on empty homes in local authority	Finance/Revenues Regeneration Housing	17	Some information held, some refusal Section 12 (appropriate limit)
28/06/12	F/103/1213	Information on Business Rates	Finance/Revenues	16	Yes
28/06/12	F/104/1213	How many premises licenses with capacities of more than 2000 plus other questions	Environmental Health, Strategy & Performance	16	No - Information exempt Section 21 available by other means -on website
28/06/12	F/105/1213	Database of council's business directory	Regeneration	16	No information held
29/06/12	F/106/1213	Name and contact details of whom provide assisted funeral services for the council	Environmental Health	15	Yes
29/06/12	F/107/1213	Information on environmental health services and staffing	Environmental Health Human Resources & Payroll	15	Some information provided, some not held

Table B - Freedom of Information Requests Summary April to September 2012

Date received	Reference	Summary of request	Departments request sent to	No. of work days	Information released
02/07/12	F/108/1213	Costs associated with traveller communities	Environmental Health	15	Some information provided, some not held
03/07/12	F/109/1213	Retail impact assessments and studies commissioned in association with proposed redevelopment of Sherwood Lodge	Planning	13	Yes
04/07/12	F/111/1213	Information on Consultancy Services	Procurement Financial Services	19	Some information held, some exempt under Section 21information available by other means
06/07/12	F/113/1213	Information on cooling towers	Environmental Health	17	Partially, some exempt under Section 21 information available by other means
09/07/12	F/114/1213	Information on council owned vehicles	Street Services Finance/Revenues	18	Some information provided, some not held
09/07/12	F/115/1213	Value of council's property portfolio	Regeneration Financial Services	17	Some information provided, some not held
09/07/12	F/116/1213	Information on pension scheme	Human Resources & Payroll	17	Yes
09/07/12	F/117/1213	Refurbishment of council offices and social housing	Leisure, Resource Services, Regeneration Housing	17	Some information provided, some not held

Table B - Freedom of Information Requests Summary April to September 2012

Date received	Reference	Summary of request	Departments request sent to	No. of work days	Information released
09/07/12	F/118/1213	Council's spend on bottled water	Regeneration	16	No information held
05/07/12	F/119/1213	Information on current grant funding arrangements and contracts with housing associations and other housing providers	Regeneration Procurement Housing, Planning	18	No information held
06/07/12	F/120/1213	Council's spend on refreshments (biscuits)	Finance/Revenues	17	No information held
10/07/12	F/121/1213	Information on archaeological survey Middle Street, Bolsover	Regeneration, Planning	17	Some information provided, some not held
10/07/12	F/122/1213	Information on properties owned by Bolsover District Council	Regeneration Legal	16	Some information provided, some not held, some exempt Section 12 exceeds appropriate limit
10/07/12	F/123/1213	Information on theatres who receive rate relief	Finance/Revenues	16	No information held
11/07/12	F/124/1213	Information on Contact Centre systems and agents	Contact Centres	15	Some information provided, some not held
12/07/12	F/125/1213	Information on land charges	Legal, Planning, Environmental Health	19	Some information provided, some not held
12/07/12	F/126/1213	Various questions on Head of Revenues, Head of Parking and bailiff services	Finance/Revenues	17	Some information provided, some not held
12/07/12	F/127/1213	Copy of expense claims for Leader	Finance/HR	6	Yes
12/07/12	F/128/1213	Information on non-domestic rates	Finance/Revenues	17	Yes

Table B - Freedom of Information Requests Summary April to September 2012

Date received	Reference	Summary of request	Departments request sent to	No. of work days	Information released
13/07/12	F/129/1213	Information on Shirebrook Enterprise Centre	Regeneration	3	Yes
16/07/12	F/130/1213	Information on disabled facilities grant	Environmental Health Finance	15	Some information provided, some not held
16/07/12	F/131/1213	Information on Sherwood Lodge House	Planning Regeneration Legal	15	Some information provided, some not held, some exempt Section 21 available by other means
16/07/12	F/132/1213	Information on private hire vehicles	Environmental Health	15	Yes
17/07/12	F/133/1213	How many public health funerals have been carried out between March 1st 2012 to date	Environmental Health	2	No - Information exempt Section 21 available by other means - on website
17/07/12	F/134/1213	Public Health funerals passed to Treasury Solicitor since March 2012	Environmental Health	4	No - Information exempt Section 21 available by other means - on website
18/07/12	F/135/1213	Council agency staff payments	Human Resources & Payroll Finance/Revenues	18	Some information provided, some not held, some exempt Section 12 exceeds appropriate limit
18/07/12	F/136/1213	Information on cemeteries and crematoriums	Environmental Health	14	No information held but given web link to parish/town councils

Table B - Freedom of Information Requests Summary April to September 2012

Date received	Reference	Summary of request	Departments request sent to	No. of work days	Information released
18/07/12	F/137/1213	Outcome of a review of whether local authorities can or cannot charge for property search products	Legal	14	No information held
18/07/12	F/138/1213	Information on exchanges between Land Charges and IDEA	Legal	14	No information held
18/07/12	F/139/1213	In-sourcing of services	Procurement	18	No information held
18/07/12	F/140/1213	Information on anti social behaviour orders	Community Services	15	Some information provided, some not held
18/07/12	F/141/1213	Information on HMO (Houses in Multiple Occupation)	Environmental Health Finance/Revenues	16	Yes
19/07/12	F/142/1213	Amount of funding and staff time given to trade unions	Human Resources & Payroll, Financial Services	15	Some information provided, some not held
19/07/12	F/143/1213	High speed rail information for proposed lines from Birmingham to Manchester and Birmingham to Leeds/York	Regeneration Planning	15	No information held
19/07/12	F/144/1213	Spending and engagement with the voluntary sector	Procurement Finance, CEPT, Strategy & Performance	19	Some information provided, some not held, some exempt Section 21 available by other means
20/07/12	F/145/1213	Information about homes for social rent	Housing Planning	24	No information held
20/07/12	F/106A/1213	Further information required on funeral directors used for public health burials	Environmental Health	16	No information held

Table B - Freedom of Information Requests Summary April to September 2012

Date received	Reference	Summary of request	Departments request sent to	No. of work days	Information released
23/07/12	F/146/1213	Information on food hygiene inspections for each food business	Environmental Health	17	Yes
23/07/12	F/147/1213	Information for all business premises where no relief has been granted	Finance/Revenues	15	Yes
23/07/12	F/148/1213	Enforcement activities in the private rented sector during 2011/12 and condition of private rented stock	Environmental Health Housing	14	Some information provided, some not held
23/07/12	F/149/1213	Number of officers employed to deal with issues concerning environment or climate change and amount allocated in budget for this in 2009/10, 10/11, 11/12	Human Resources & Payroll Financial Services	17	No information held
24/07/12	F/150/1213	Information on the IDOX TLC User Group	Legal	13	Some information provided, some not held
27/07/12	F/151/1213	Information in respect of properties that have an empty rate charge levied at any time since 1st April 2008	Finance/Revenues	11	Yes
27/07/12	F/152/1213	Request for full planning details for planning application 12/00239/FUL	Planning	16	No - Information exempt Section 21 available by other means - on website
27/07/12	F/153/1213	Public health funerals taken place in last 6 months	Environmental Health	3	No - Information exempt Section 21 available by other means - on website

Table B - Freedom of Information Requests Summary April to September 2012

Date received	Reference	Summary of request	Departments request sent to	No. of work days	Information released
27/07/12	F/154/1213	All recorded information on action considered necessary to take in respect of LGA 's letter of 15th January 2010 regarding property searches	Legal	16	No information held
30/07/12	F/155/1213	Information on salary arrangements	Financial Services	16	No information held
30/07/12	F/156/1213	Information on park home sites within area	Environmental Health	16	No information held
01/08/12	F/157/1213	Information on Department of Work and Pensions' Customer Information System in past 3 years	Finance/Revenues	14	Yes
02/08/12	F/158/1213	Information on council tax benefit	Finance/Revenues	13	Some information provided, some not held
02/08/12	F/122a/1213	Further information requested in relation to land/properties owned by BDC	Regeneration	8	Yes
07/08/12	F/131a/1213	Further information sought on Sherwood Lodge House	Regeneration Planning	5	No information held
06/08/12	F/159/1213	Any documents regarding the intended sale (not the planning application pending) of Sherwood Lodge to Morrisons/Optimisation Developments Ltd	Legal Regeneration	12	Yes
06/08/12	F/160/1213	Details of all Hackney Carriage and Private Hire (Taxis) currently licensed to operate in district	Environmental Health	12	No - Information exempt Section 21 available by other means - on website
06/08/12	F/161/1213	How many employees are in position of ground workers and are responsible for garden, road, park restoration for twenty wards of Bolsover	Street Services	12	Yes
07/08/12	F/162/1213	Information on sports facilities	Leisure	12	Yes

Table B - Freedom of Information Requests Summary April to September 2012

Date received	Reference	Summary of request	Departments request sent to	No. of work days	Information released
13/08/12	F/163/1213	Information on royal visits during 2009/10	Strategy & Performance	2	No information held
13/08/12	F/164/1213	Companies not receiving small business rate relief	Finance/Revenues	8	Yes
10/08/12	F/142a/1213	Further information in relation to Trade Union Safety Team	Human Resources & Payroll, Financial Services	14	Some information provided, some not held
15/08/12	F/165/1213	Information on the effects of recession on provision of domestic abuse services	Housing Financial Services	11	Yes
15/08/12	F/166/1213	Information on how many leisure centres/swimming pools/gyms/playing fields/public toilets have been closed	Leisure Regeneration	10	Some information provided, some not held
16/08/12	F/167/1213	Questions relating to the Troubled Families programme	Community & Street Services	5	No information held, given DCC details
16/08/12	F/127a/1213	Copies of invoices paid directly by the Council in respect of the Leader for 2011/12	HR & Payroll	18	Yes
16/08/12	F/168/1213	Information on public or welfare funerals and persons who have died with no known next of kin since 01/03/12	Environmental Health	3	No - Information exempt Section 21 available by other means - on website
21/08/12	F/169/1213	Public health funerals carried out since April 2012	Environmental Health	3	No Information exempt Section 21 available by other means - on website
21/08/12	F/170/1213	Lowest and highest paid employee and agency worker	HR & Payroll	10	Some information provided, some not held

Table B - Freedom of Information Requests Summary April to September 2012

Date received	Reference	Summary of request	Departments request sent to	No. of work days	Information released
21/08/12	F/171/1213	Parking charges and how many households in local authority	Strategy and Performance	3	Some information provided, some not held
21/08/12	F/172/1213	Request for details of agreements between BDC and Ben Bailey Homes for Bluebell Walk Development	Planning	8	Yes
22/08/12	F/173/1213	Information on council tax benefit reform	Revenues/Benefits	20	Yes
23/08/12	F/174/1213	Questions relating to producing and sending Section 11 instructions/forms and/or information	Democratic Services	8	No information held
24/08/12	F/175/1213	Information on public health funerals since August 2011	Environmental Health	4	No - Information exempt Section 21 available by other means - on website
24/08/12	F/176/1213	Previous plans for site of proposed development by Ben Bailey Homes for west side of Mansfield Road Clowne plus any previous objections	Planning	39	Yes
24/08/12	F/177/1213	Homes for affordable rent which will be started in each of next three years	Planning	2	No information held
24/08/12	F/178/1213	Details of any outsourced contracts or contractors that have been cancelled since July 1st 2012	Procurement	6	No information held

Table B - Freedom of Information Requests Summary April to September 2012

Date received	Reference	Summary of request	Departments request sent to	No. of work days	Information released
28/08/12	F/179/1213	Copies of contract with Morrisons, various committee reports, marketing correspondence and proposal documents for the site	Regeneration Legal	13	Partially - some released, some exempt (Section 43(2) - Commercial Interests and Section 41 - Information provided in confidence)
28/08/12	F/180/1213	How many public health funerals have been passed or in process of being referred to Treasury Solicitor in last 4 weeks	Environmental Health	1	No - Information exempt Section 21 available by other means - on website
28/08/12	F/181/1213	The cost of sending Council Tax related letters in our Council area	Revenues	5	No information held
30/08/12	F/182/1213	Description of permission given to running a business from a council property in Creswell	Housing	9	Yes
03/09/12	F/183/1213	Information/update on Sherwood Lodge archaeological survey June 2012	Regeneration, Planning	7	Some information provided, some not held
03/09/12	F/184/1213	Housing benefit payments to private sector landlords	Revenues & Benefits	8	Yes
03/09/12	F/185/1213	Number of land sites designated as contaminated under Part 2a of Environmental Protection Act 1990	Environmental Health	11	Yes
04/09/12	F/186/1213	Information on computer software and printing of emails	ICT, Strategy & Performance	11	Yes

Table B - Freedom of Information Requests Summary April to September 2012

Date received	Reference	Summary of request	Departments request sent to	No. of work days	Information released
05/09/12	F/187/1213	Copies of all correspondence between BDC and the Property Codes Compliance Board (PCCB) since 1st Jan 2012 to date	Legal	31	No - Information exempt Commercial Interests 43 (Section 2)
05/09/12	F/188/1213	All properties within billing authority area with a credit held on the account	Revenues	2	No - Information exempt Section 21 available by other means - on website
05/09/12	F/189/1213	List of councillors, meetings they were invited to and meetings they actually attended since May 2011 elections	Democratic Services	5	No - exempt Section 21 available by other means - on website
06/09/12	F/190/1213	Information on spend for Economic Development and key responsibilities of that team	Regeneration Finance	4	Some information provided, some exempt Section 21 available by other means - on website
06/09/12	F/191/1213	Information on compulsory purchase orders	Environmental Health	18	No information held
06/09/12	F/192/1213	Information on exempt accommodation Housing Benefit claims	Benefits	12	Yes
07/09/12	F/193/1213	Information on how much is paid monthly (or annually) for leased, hired or loaned vehicles	Financial Services Street Services	14	Yes
10/09/12	F/127b/1213	Leader expenses	H/R & Payroll	15	Yes
10/09/12	F/194/1213	Details of a Councillor's expenses	H/R & Payroll	2	Yes
11/09/12	F/195/1213	A list of all B2 classified and B8 classified properties	Revenues	6	Yes

Table B - Freedom of Information Requests Summary April to September 2012

Date received	Reference	Summary of request	Departments request sent to	No. of work days	Information released
12/09/12	F/196/1213	Latest Energy Performance Certificates on all commercial buildings that we own/rent	Regeneration	18	Some information provided, some not held
14/09/12	F/197/1213	A full list of artwork and antiques with a value of £500 in the Council's possession	Regeneration	5	No information held
19/09/12	F/198/1213	Information on people dying with no next of kin known at time of death 1/3/12	Environmental Health	8	No - Information exempt Section 21 available by other means - on website
19/09/12	F/199/1213	How much money the Council gave to CAB and the source of this money	Finance	4	Yes
21/09/12	F/200/1213	Information relating to Council Tax Benefit (CTB) and local council tax support (LCTS)	Revenues	7	Some information provided, some not held
24/09/12	F/201/1213	Supply of housing sites	Planning	11	Yes
21/09/12	F202/1213	How many public health funerals have been carried out since May 2012	Environmental Health	3	No - Information exempt Section 21 available by other means - on website
21/09/12	F/203/1213	Information on Freedom of Information Requests received in 2011	Strategy & Performance	7	Some information provided, some not held
21/09/12	F/204/1213	Information on pest control services	Environmental Health	12	Yes

Committee:	Executive	Agenda Item No.:	8.
Date:	19th November 2012	Status	Open
Category	3. Part of the Budget and Policy Framework		
Subject:	Compliments, Comments, Complaints		
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 July 2012 to 30th September 2012.

The report includes information regarding Stage one complaints with an update from the previous quarter which was incomplete due to technical issues.

Compliments

Table A shows the number of written compliments received for the period. In total 42 written compliments were received (up from the previous quarter when we received 20). 14 compliments were received for the Leisure Department, 13 of which were in relation to the Olympic Torch event.

Table B shows the above information by department.

Comments

Table C shows the number of written comments received for the period. All 12 received were responded to within standard (20 working days). There were no trends for this quarter.

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 July 2012 to 30th September 2012.

Service Area	**01/04/12–30/06/12**	**01/07/12–30/09/12**	**Total**
Missed clinical waste collection	33 (12)	13 (6)	46 (18)
Missed domestic or green bin collection	377 (327)	270 (235)	647 (562)
Missed blue box/ burgundy bin collection	112 (98)	151 (138)	263 (236)
Total	**522 (437)**	**434 (379)**	**956 (816)**

The figures in brackets show the number of service requests escalated to the department for investigation/ action. For the same period Contact Centres handled 7,498 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 updated information is incuded for quarter 1 which was not originally provided due to technical difficulties.

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. 73 complaints were received during this period, up from last quarter in which we received 36 complaints. All (100%) were responded to within our customer service standard of 20 working days. 24 complaints were received for the Planning Department, 11 of which are around the proposed development in Bolsover, and 17 were received for the Finance & Revenues Department, 9 of which were Housing and Council Tax benefit related.

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 9 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 25th October 2012. During this quarter, one informal and four formal investigations were received, all were responded to within the Local Government Ombudsman's standard of 28 calendar days. We received two decisions of 'To discontinue investigation as there is no outstanding injustice' and one of 'Not to initiate an investigation'. We have three complaints awaiting a decision from the Ombudsman.

Performance

The target of 100% has been achieved for responding to stage two complaints within 20 working days for the second quarter of 2012/13.

ISSUES/OPTIONS FOR CONSIDERATION

None

IMPLICATIONS

Financial: - None
Legal: - None
HR & Payroll: - None

RECOMMENDATION(S)

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 01/07/12 – 30/09/12
Table B: Compliments summary be department 2012/13
Table C: Comments summary for the period 01/07/12 – 30/09/12
Table D: Comments summary by department 2012/13
Table E: Stage one complaints summary for the period 01/07/12 – 30/09/12
Table F: Stage one complaints summary by department 2012/13
Table G: Stage two complaints summary for the period 01/07/12 – 30/09/12
Table H: Stage two complaints summary by department 2012/13
Table I: Stage three complaints summary for the period 01/07/12 – 30/09/12
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**
03/07/12	Shirebrook	Bolsover Olympic Torch event - wonderful day	Leisure
03/07/12	Bolsover	Bolsover Olympic Torch event - fabulous	Leisure
03/07/12	Bolsover	Bolsover Olympic Torch event - delightful	Leisure
03/07/12	Bolsover	Bolsover Olympic Torch event - fabulous	Leisure
03/07/12	Creswell	Bolsover Olympic Torch event - magnificent	Leisure
03/07/12	Shirebrook	Excellent service getting neighbour to clear garden of dog fouling	Environmental Health
03/07/12	Bolsover	Bolsover Olympic Torch event - enormous effort by everyone ensured a fabulous enjoyable day	Leisure
04/07/12	Stoke on Trent	Bolsover Olympic Torch event - wonderful day and wonderful staff	Leisure
04/07/12	Bolsover	Bolsover Olympic Torch event - fantastic	Leisure
04/07/12	Matlock	Reprographics do a fantastic job (external work)	Strategy & Performance
10/07/12	Shirebrook	Bolsover Olympic Torch event - fantastic	Leisure
10/07/12	Nottingham	Bolsover Olympic Torch event - fantastic	Leisure
12/07/12	Shirebrook	Operatives who attended emergency repair were great	Housing
13/07/12	South Normanton	Bulky waste - exceptional customer service by Customer Advisor and waste operatives	Customer Services Streetscene Services
16/07/12	Bolsover	Bolsover Olympic Torch event - fantastic - best day ever	Leisure
16/07/12	Bolsover	Bolsover Olympic Torch event everything turned out well	Leisure
16/07/12	Bolsover	Bolsover Olympic Torch event really enjoyed the event	Leisure
20/07/12	Pleasley	Thanks to the operatives who cleaned up dog fouling	Streetscene Services
31/07/12	Creswell	Thank you, skip removed and dog not seen roaming	Customer Services Environmental Health
01/08/12	Shirebrook	Thanks to the Environmental Health Department for removal of dead rat from driveway	Environmental Health
02/08/12	Whitwell	Thank you to Mobile Warden for coming to their aid when fallen	Housing
03/08/12	Bolsover	Thanks to the Handy Man - professional and courteous	Environmental Health
09/08/12	Clowne	Good job done by Grounds Maintenance operatives cutting grass verges	Streetscene Services
10/08/12	Bolsover	Good job done by Grounds Maintenance operatives cutting grass verges	Streetscene Services
10/08/12	Bolsover	Good job done by Grounds Maintenance operatives cutting grass verges	Streetscene Services

Table A: COMPLIMENTS SUMMARY 01/04/12 – 30/06/12			
Date Received	**Area**	**Summary of Compliment**	**Departments Involved**
15/08/12	London	Efficient and helpful response to FOI request	Strategy & Performance
16/08/12	Shirebrook	Nuisance behaviour improved	Customer Services Community Services
16/08/12	Whitwell	Thank you to Warden Control for sending someone to his aid when fallen	Housing
17/08/12	Bolsover	Thanks to recycling service for taking all cardboard waste after furniture delivery	Streetscene Services
20/08/12	Clowne	Thanks for quick response to re-arrange appointment for regeneration work	Regeneration Customer Services
20/08/12	Tibshelf	Thanks for involvement with service request to Derbyshire County Council	Customer Services
21/08/12	Newton	Thank you to engineers who did a fantastic job on the drains	Regeneration
30/08/12	South Normanton	Thank you to Handy Man for work around smoke alarms - very polite and helpful	Environmental Health
06/09/12	Clowne	Thank you to Mobile Warden for support	Housing
05/09/12	Shirebrook	Good job done by Grounds Maintenance operatives cutting lawns	Streetscene Services
17/09/12	Sheffield	Thanks to Housing Department (wardens) for help and support provided to her friend	Housing
11/09/12	Clowne	Wall repaired efficiently	Leisure
14/09/12	Pinxton	Thanks for assistance in handover of building	Planning
18/09/12	Durham	Thanks to dog warden for being helpful with regard to getting medication for dog	Environmental Health
20/09/12	New Houghton	Thank you for new door to bungalow	Housing Regeneration
21/09/12	Clowne	Thank you to repairs operative who attended and fixed her shower, pleasure to have in her home and impressed he used overshoes to enter the house	Housing
25/09/12	Bolsover	Thank you to benefits staff for sorting out housing benefit so quickly, kind and efficient worker	Finance & Revenues

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	5			8
Community Services		1			1
Democratic Services					
Environmental Health	6	6			12
Finance & Revenues		1			1
Housing	6	7			13
Legal					
Leisure	1	14			15
Planning	1	1			2
Regeneration	2	2			4
Strategy & Performance		2			2
Streetscene Services	2	7			9
Totals	**21**	**46**			**67**

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
04/07/12	Shirebrook	Council Tax increase	Finance & Revenues	26/07/12	16	Increase in Council Tax is due to Town Council precept
04/07/2012	Chesterfield	Does not agree with development of plans for Sherwood Lodge	Regeneration	26/07/12	16	Explanation regarding regeneration to town centre
20/07/12	Langwith	Does not agree with decision for Langwith to remain part of Scarcliffe Parish	Democratic Services	10/08/12	15	Explanation of Governance review
20/07/12	Bolsover	Further comments about tenants getting repairs done	Housing	23/07/12	1	Information about other tenants cannot be divulged
06/08/12	Newton	Wants a skate park as older children putting younger ones off using the one at Blackwell	Community Services	07/09/12	20	No funding for a skate park - any instances of anti-social behaviour can be reported
13/08/12	Bolsover	Refuse team ask for bin to be put out at designated collection point	Streetscene Services	17/08/12	4	Explanation of amendment to rounds
23/08/12	Hillstown	Storm drain flooding and repeatedly reported to Bolsover District Council	Regeneration	07/09/12	10	Derbyshire County Council responsibility
24/08/12	South Normanton	Wants void property to go to a responsible tenant	Housing	31/08/12	4	Explanation of allocations policy
28/08/12	Bolsover	Wants to know if safe to visit the Lodge at night	Regeneration	18/09/12	15	Fencing to be taken down now that the land has been checked
29/08/12	Shirebrook	Brackenbridge estate - land still not tidy	Streetscene Services	18/09/12	14	Area not under Bolsover District Council ownership or responsibility to maintain
06/09/12	Whitwell	Not happy with service charge	Housing Finance & Revenues		17	Apology for wrong calculation advice in letter and explanation of charges

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**
17/09/12	Stanfree	Further suggestions to Stage Two complaint regarding early morning swim at Creswell Leisure Centre	Leisure		11	Further comments noted for when reviewing publicity

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	
Community Services				**1**	1								**1**	1	
Democratic Services				**1**	1								**1**	1	
Environmental Health															
Finance & Revenues	**2**	2		**2**	2								**4**	4	
Housing	**3**	3		**3**	3								**6**	6	
Legal	**1**	1											**1**	1	
Leisure	**3**	3		**1**	1								**4**	4	
Planning	**4**	4											**4**	4	
Regeneration	**7**	7		**3**	3								**10**	10	
Strategy & Performance	**5**	5											**5**	5	
Streetscene Services	**14**	14		**2**	2								**16**	16	
Total	**41**	41		**13**	13								**54**	54	

Table E: Summary of Stage One Complaints 01/04/12 – 30/06/12 updates						
Date Received	**Area**	**Summary of Complaint**	**Departments Involved**	**Date Resolved/ Or Progressed to Stage 2 Complaint**	**No of work days**	**Remedy**
03/04/12	Shirebrook	Tenant fallen on path as in bad state of repair	Housing	Resolved by Service Area 12/04/12	7	Arranged for job to be completed by 12/04/12.
13/04/02	Bramley Vale	Mess left by operatives when carrying out repair	Housing	Resolved by Service Area 13/04/12	1	Contractors carried out temporary repair and resolved issues until repair can be completed.
13/04/12	Shirebrook	Water leaking from flat above - reported 20 days ago and still not resolved	Housing	Resolved by Service Area 13/04/12	1	Emergency Raised and resolved with tenant.
17/04/12	Shirebrook	Length of time taken to carry out guttering repairs - water leaking onto neighbours property	Housing	Resolved by Service Area 17/04/12	1	Scaffolding required for work on gable end. Delay in timescales due to inclement weather. Tenant informed work completed 12/07/12.
18/04/12	Creswell	Repair has been cancelled and put back another month - tenant has had time off work	Housing	Resolved by Service Area 18/04/12	1	Job completed on the 18/04/12 resolved with tenant.
27/04/12	Barlborough	Flooding on front garden	Housing	Resolved by Service Area 27/04/12	1	Manager visited. Stated water table problem.
09/05/12	Bolsover	Brickwork repair not being carried out for the past 12 months	Housing	Resolved by Service Area 14/5/12	4	Order raised with regard to complaint.
19/05/12	Bolsover	Timescale for carrying out shower repair	Housing	Resolved by Service Area 01/06/12	10	Order raised for Electrician

26/05/12	South Normanton	Tenant dissatisfied with the newly fitted bath and the workmanship of the repair to tiles	Housing	Resolved by Service Area 26/05/12	1	Inspection raised and work carried out on the 01/08/12
06/06/12	Bolsover	Tenant dissatisfied with the work to the dining room ceiling	Housing	Resolved by Service Area 03/08/12/12	41	Order raised to plaster ceiling
06/06/12	Tibshelf	Tenant dissatisfied with the with standard of work from TIS contractors	Housing	Resolved by Service Area 06/06/12	1	Referred to Property Services.
13/06/12	Clowne	Tenant has had time off work and the workmen have not arrived to carry out repair	Housing	Resolved by Service Area 13/06/12	1	Carded by operative due to non access.
19/06/12	Shirebrook	Tenant dissatisfied with the repair carried out	Housing	Resolved by Service Area 19/06/12	1	Passed to Contractors, customer informed.
22/06/12	Hodthorpe	Tenant reported wall and path outside on several occasions but had no response regarding a repair	Housing	Resolved by Service Area 22/06/12	1	Advised customer work carried out last year in 2011.
22/06/02	Clowne	Resident dissatisfied about being woken up before 8am by Council repairs operatives working on neighbouring property	Housing	Resolved by Service Area 22/06/12	1	Work carried out in June 12

27/06/12	Whitwell	Tenant dissatisfied that her repair had been cancelled and she had rearranged appointments	Housing	Resolved by Service Area 04/07/12	6	Appointment booked for job to be carried out on the 04/07/12.

Table E: Summary of Stage One Complaints 01/07/12 – 30/09/12						
02/07/12	Tibshelf	Requesting new kitchen as other tenants having kitchens fitted.	Housing	Resolved by Service Area 04/07/12	3	Order raised for new worktops as kitchen was new when tenant moved in.
02/07/12	Bolsover	Complaint with regard to leaking windows and cracked brickwork.	Housing	Resolved by Service Area 10/07/12	7	Co-ordinator informed customer that a Structural Survey would be carried out to try and resolve issue.
04/07/12	Shirebrook	Customer complaining that he has not had a burgundy bin delivered.	Streetscene Services	Resolved by Contact Centre Manager 05/07/12	2	Arranged for Contractors to deliver burgundy bin to customer.
10/07/12	Newton	Complaining that repair work is out of time.	Housing	Resolved by Service Area 02/08/12	18	New gate fitted on 05/07/12 however poor quality. Free gate fitted by Travis Perkins 02/08/12.
11/07/12	New Houghton	Complaint regarding Contractor Evendine, who asked too many personal questions and made her feel uneasy.	Housing	Resolved by Service Area 13/07/12	3	Co-ordinator informed Contractors who apologised to tenant.
11/07/12	Bolsover	Complaint regarding air vent fitted by Contractors.	Housing	Resolved by Service Area 22/10/12	52	Co-ordinator arranged visit with Contractor and tenant to try and resolve issue.

16/07/12	Glapwell	Complaint in regard of Refuse drive reversing wagon damaging grass verge.	Streetscene Services	Resolved by Service Area 24/07/12	7	Site Supervisor to visit and address the problems.
16/07/12	South Normanton	Weeds that are overgrown.	Streetscene Services	Awaiting Service Area Response		Complaint handled by department but no report on resolution
17/07/12	Hardstoft	Complaining about the state of the hedge near bus stop.	Streetscene Services	Resolved by Service Area 29/08/12	31	Referred to DCC advised customer - DCC responsibility
18/07/12	Whitwell Common	Customer complaining that bin was not fully emptied.	Streetscene Services	Resolved by Contact Centre Manager 25/07/12	5	Arranged for bin crew to return and empty bin.
20/07/12	Bolsover	Complaint regarding guttering and water ingress.	Housing	Resolved by Service Area 31/07/12	8	Co-ordinator arranged for job to be carried out on the 09/08/12 tenant informed.
24/07/12	Whitwell Common	Customer complaining that bin was not fully emptied.	Streetscene Services	Resolved by Contact Centre Manager 25/07/12	2	Arranged for green bin to be emptied on the black bin collection day.
26/07/12	Carr Vale	Customer complaint with regard to member of staff in Recovery	Finance & Revenues	Passed to Billing & Recovery Manager	Unable to Resolve	Billing & Recovery Manager left messages on customer answer phone but customer did not make contact.
27/07/12	Shirebrook	Customer complaining that the assisted green bin is not taken back to its location.	Streetscene Services	Resolved by Contact Centre Manager 30/07/12	2	Placed job on CRM to inform refuse crews that the assisted bin needs to be taken back to its location.
27/07/12	Shirebrook	Customer complaint regarding missed black bin.	Streetscene Services	Resolved by Service Area 01/08/12	4	Arranged for Crew to empty missed bin.
30/07/12	South Normanton	Customer complaint with regard to bulky refuse refund.	Streetscene Services	Resolved by Contact Centre Manager 31/07/12	2	Spoke to Refuse - procedure altered. Customer fully refunded.

30/07/12	Creswell	Customer complaint in regard to House Clearance.	Streetscene Services	Resolved by Service Area 01/08/12	3	Arranged for crew to clear remaining House Clearance.
01/08/12	Clowne	Complaint regarding maintenance of grass verge.	Streetscene Services	Resolved by Service Area 23/08/12	17	Co-ordinator visited customer to resolve issues regarding the grass verge customer.
08/08/12	Clowne	Complaining that one off cut not carried out chased up on two occasions	Streetscene Services	Resolved by Service Area 10/08/12	2	Co-ordinator requested Grounds Maintenance Team to address as soon as possible. Programmed for 2 weeks time, customer informed.
02/08/12	Glapwell	Complaint with regard to grass verges not being cut.	Streetscene Services	Resolved by Contact Centre Manager 03/08/12	2	Manager arranged for Grounds Maintenance to go back on the next day to cut grass verge.
07/08/12	Westhouses	Customer complaint regarding Revenues staff not supplying the information he is requesting.	Finance & Revenues	Resolved by Service Area 09/08/12	3	Wrong advice given previously by Council Tax. Customer advised of correct information.
10/08/12	Glapwell	Complaint regarding new doors that have been fitted but has no number on the door.	Regeneration	Resolved by Contact Centre Manager 10/08/12	1	Arranged for Contractors to fit number to doors.
10/08/12	Bolsover	Complaint regarding missed bin and bin not being returned to correct location.	Streetscene Services	Resolved by Service Area 15/08/12	4	Arranged for crew to empty missed bin and advised on how to present bin for collection.
16/08/12	Stainsby Common	Complaint regarding the driving of the refuse vehicle.	Streetscene Services	Resolved by Service Area 17/08/12	2	Crew informed of nature of complaint - however details and description do not match the crew in that area.

20/08/12	Tibshelf	Complaint regarding the maintenance of the churchyard.	Streetscene Services	Resolved by Service Area 23/08/12	4	Redirected to Shaw Trust workforce. Work inspected and winter work identified. Customer contacted with regard to schedule.
23/08/10	Creswell	Complaint regarding missed bulky collection.	Streetscene Services	Resolved by Contact Centre Manager 23/08/12	1	Arranged for crew to carry out bulky collection on next collection day.
24/08/12	Clowne	Complaining that black bin was not emptied.	Streetscene Services	Resolved by Service Area 28/08/12	3	Arranged for bin crew to empty on next green and burgundy collection day.
29/08/12	Langwith	Complaint regarding how the contractors have removed the scaffolding from her property	Housing	Resolved by Service Area 09/10/12	30	Emergency & Responsive Manager investigated, then visited customer to apologise.
31/08/12	Hilcote	Complaint regarding overgrown tree	Streetscene Services	Awaiting Service Area Response		Complaint handled by department but no report on resolution
21/09/12	Whaley	Complaint with regard to missed black bin.	Streetscene Services	Resolved by Service Area 27/09/12	5	Service area unable to contact customer left message on answer phone as customer is leaving the wrong bin out on collection days.
04/07/12	Shirebrook	Customer complaining that he has not had a burgundy bin delivered.	Streetscene Services	Resolved by Contact Centre Manager 05/07/12	2	Arranged for Contractors to deliver burgundy bin to customer.

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											**1**	1	
Community Services															
Democratic Services															
Environmental Health															
Finance & Revenues				**2**	2								**2**	2	
Housing	**22**	17	5	**7**	3	4							**29**	20	**9**
Legal															
Leisure															
Planning															
Regeneration	**1**	1		**1**	1								**2**	2	
Strategy & Performance															
Streetscene Services	**28**	21	**7**	**21**	13	**8**							**49**	34	**15**
Total	**52**	40	**12**	**31**	19	**12**							**83**	59	**24**

Table G: Summary of Stage Two Complaints 01/07/12 - 30/09/12						
Date Received	**Area**	**Summary of Complaint**	**Departments Involved**	**Date Response Sent**	**No of work days**	**Remedy**
04/07/12	Pinxton	Direct debit for rent not being taken from bank account and advised of it previously	Housing Customer Service	19/07/12	11	Direct debit cancelled by payer
03/07/12	Hilcote	Planning permission for business has led to extreme traffic noise and volume	Planning Environmental Health	25/07/12	17	Explanation of Planning and Environmental Health Department responsibilities
05/07/12	Clowne	Does not agree with planning decision	Planning	26/07/12	14	Explanation of Planning process and regulations
05/07/12	Clowne	Does not agree with planning decision	Planning	26/07/12	14	Explanation of Planning process and regulations
06/07/12	Creswell	Information is inaccurate in InTouch in relation to bus pass eligibility	Strategy & Performance Finance & Revenues	23/07/12	11	Apology for incorrect information published
06/07/12	Clowne	Does not agree with planning decision	Planning	26/07/12	13	Explanation of Planning process and regulations
06/07/12	Clowne	Does not agree with planning decision	Planning	26/07/12	13	Explanation of Planning process and regulations
10/07/12	Clowne	Does not agree with planning decision	Planning	27/07/12	13	Explanation of Planning process and regulations
13/07/12	Creswell	Neighbour has a play structure in garden - feels it breaches planning law and is not happy with response previously given	Planning Environmental Health	31/07/12	12	No planning laws breached as the structure is temporary
16/07/12	Clowne	Does not agree with planning decision	Planning	31/07/12	11	Explanation of Planning process and regulations

Table G: Summary of Stage Two Complaints 01/07/12 - 30/09/12						
Date Received	**Area**	**Summary of Complaint**	**Departments Involved**	**Date Response Sent**	**No of work days**	**Remedy**
16/07/12	Clowne	Does not agree with planning decision	Planning	31/07/12	11	Explanation of Planning process and regulations
17/07/12	Bramley Vale	Wants someone to take responsibility for maintenance of her shop	Regeneration	14/08/12	20	Explanation of terms of lease
17/07/12	Creswell	Steps into pool at Creswell Leisure Centre not safe	Leisure	13/08/12	19	Explained steps are still fit for purpose but looking into anti-slip solutions
20/07/12	Newton	Was on hold to Contact Centre for 50 minutes after reporting green waste (labelled contaminated) had not been collected	Customer Service Streetscene Services	26/07/12	4	Apology for call being caught in system and that the green waste had been labelled incorrectly as contaminated
25/07/12	New Houghton	Grant work not done to satisfaction	Environmental Health	16/08/12	16	Explanation of grant work undertaken, additional work carried out and action to be taken in relation to work to rectify
25/07/12	Bolsover	Still cannot access grounds in Sherwood Lodge	Regeneration	08/08/12	10	Explanation of ground works in gardens of Sherwood Lodge
26/07/12	Bolsover	Leak in mother's flat due to new cistern fitted	Housing	13/08/12	12	Apology and assurance it will not happen again
26/07/12	Bolsover	Non-response on behalf of daughter's request for extension to Discretionary Housing Allowance	Finance & Revenues	15/08/12	14	Advice given with regard to debt management
27/07/12	Shirebrook	Standard of grasscutting in Shirebrook	Streetscene Services	21/08/12	17	Explanation of problems with inclement weather and future grass cutting monitoring

Table G: Summary of Stage Two Complaints 01/07/12 - 30/09/12						
Date Received	**Area**	**Summary of Complaint**	**Departments Involved**	**Date Response Sent**	**No of work days**	**Remedy**
27/07/12	Creswell	Planning for floodlights at Creswell	Planning	13/08/12	11	Planning application for recreation area approved before houses were built
31/07/12	Pinxton	Recycling bins on Wharf Road full of domestic waste - reported previously	Streetscene Services	13/08/12	10	Bins now emptied and will be removed if used for domestic waste again
30/07/12	Stanfree	Does not agree with development plans for Bolsover and wants independent planning consideration	Planning Legal	14/08/12	11	Rationale behind decision of site of supermarket, explanation of legislation in relation to Planning process
31/07/12	South Normanton	Someone had visited elderly father, maintains that he had agreement with Council to remove garage free	Housing	28/08/12	19	Apology for home visit but garage needed specialist removal (asbestos)
1/8/112	Clowne	Continuing problems with collection of black and burgundy bins	Streetscene Services	24/08/12	17	Explanation of problems within the area and apology for missed bin collections
31/07/12	Pilsley	Repeated problems with collection of burgundy bins	Streetscene Services	24/08/12	18	Explanation and apology for missed bin collections
01/08/12	Pinxton	Planning Department should prevent any future development because of flood risk	Planning	16/08/12	10	Explanation of flood risk management and Planning regulations
01/08/12	Pinxton	Wants compensation due to damage caused to flooring from leak on tap	Housing	16/08/12	10	Leak on tap repaired on time. Tenant carded no access for second appointment and no further contact for 17 months
02/08/12	Clowne	Park in Clowne fenced off	Legal	15/08/12	9	Area owned and managed by Clowne Parish Council

Table G: Summary of Stage Two Complaints 01/07/12 - 30/09/12						
Date Received	**Area**	**Summary of Complaint**	**Departments Involved**	**Date Response Sent**	**No of work days**	**Remedy**
08/08/12	Stanfree	Swimming sessions only open to adults/ how they were dealt with at the Leisure Centre	Leisure	05/09/12	19	Apology for any upset - but adult only swim session
09/08/12	Shirebrook	Believes the land her garage stands on was given to her and does not belong to the Council	Housing	29/08/12	15	Land is in Bolsover District Council ownership
14/08/12	Clowne	Disliked the way treated when asking about Council Tax	Customer Services Finance & Revenues	30/08/12	11	Apology for any upset, however Council Tax advice correct
16/08/12	Shirebrook	Standard of grounds maintenance and street cleansing in Shirebrook	Streetscene Services	29/08/12	8	Standard of ground maintenance slipped due to weather
21/08/12	Bolsover	Council Tax direct debit not being taken from correct bank account	Finance & Revenues	30/08/12	6	Apology for error made by Revenues staff
21/08/12	Langwith	Length of time taken to find area where vermin were entering grandmother's property	Housing Regeneration Environmental Health	18/09/12	19	Entry point allowing ingress made good, new kitchen refused by tenant so some new units to be fitted on repair schedule
22/08/12	Blackwell	Wants garage rent waiving due to repairs needed, making garage unusable	Housing	18/09/12	18	Rent cancelled down from 9th July 2012
23/08/12	Shuttlewood	Does not want to deal with bailiffs	Finance & Revenues	30/08/12	4	Bailiffs act in accordance with the law and are certified to act on behalf of the Council
23/08/12	Shirebrook	Does not agree the repairs they require should be classed as improvements	Housing	07/09/12	10	Tenant responsibility for original issues raised, inspection raised for new issues

Table G: Summary of Stage Two Complaints 01/07/12 - 30/09/12						
Date Received	**Area**	**Summary of Complaint**	**Departments Involved**	**Date Response Sent**	**No of work days**	**Remedy**
24/08/12	Hilcote	Does not agree council tax arrears to be taken out of partner's wages	Finance & Revenues	21/07/12	19	Incorrect details held on account, however direct debit instruction cancelled by account holders bank
24/8/12	Whitwell	Disagrees with the Council's decision not to sell the bungalow under the Right to Buy scheme	Housing	21/09/12	19	Right to Buy process being considered by Housing and Legal departments
28/08/12	Bolsover	No response to e-mails regarding grounds maintenance in Bolsover	Streetscene Services	21/09/12	18	Explanation about the severe weather conditions and apology for non response
28/08/12	Shirebrook	Gutter repairs not to standard	Housing	21/09/12	18	Still awaiting address for property
28/08/12	Shirebrook	Problems with areas of land	Streetscene Services	24/09/12	19	Working with Tesco to improve
29/08/12	Clowne	Housing benefit claim taking a long time	Finance & Revenues	21/09/12	17	Claim a complex one - not a commercial tenancy
29/08/12	Creswell	Housing benefit cancelled and tenant left arrears to private landlord	Finance & Revenues	21/09/12	17	Information previously provided to landlord - tenant had informed Benefits Section of date moved
29/08/12	Shirebrook	Landlord wants to act as common law agent	Finance & Revenues	24/09/12	18	Information still required from claimant
29/8/1213	New Houghton	Housing benefit application from landlord for two homes	Finance & Revenues	26/09/12	20	Application for overlap benefit on two homes needs to be submitted by tenant and not landlord
29/08/12	Clowne	Careline issues in housing association property and enquiry about who is responsible	Housing	26/09/12	20	Housing Association responsibility

Table G: Summary of Stage Two Complaints 01/07/12 - 30/09/12						
Date Received	**Area**	**Summary of Complaint**	**Departments Involved**	**Date Response Sent**	**No of work days**	**Remedy**
29/08/12	Bolsover	Does not agree with development plans/ land designated public land	Planning Regeneration	26/09/12	20	Explanation of planning process and regulations
31/08/12	Bolsover	Does not agree with proposed development	Planning	27/09/12	19	Explanation of planning process and regulations
03/09/12	Mansfield	Benefit information not sent to Tribunal	Finance & Revenues	28/09/12	19	Delays caused in part by late appeal by applicant
03/09/12	Clowne	Planning permission given for fan too near to property	Planning	28/09/12	19	Planning permission granted on appeal, further permission required for works - to be monitored by Planning Department
03/09/12	London	Does not agree with development plans/ land designated public land	Planning	28/09/12	19	Explanation of planning process and regulations
03/09/12	Tibshelf	Not happy with recycling process	Streetscene Services	27/09/12	18	Explanation of recycling collection process
03/09/12	Bolsover	Does not agree with development plans	Planning	28/09/12	19	Explanation of planning process and regulations
05/09/12	Whitwell	Not happy with benefit decision	Finance & Revenues	03/10/12	20	Benefits processed in accordance with regulations
05/09/12	Bolsover	Does not agree with plans/ designated public land	Planning	28/09/12	15	Explanation of planning process and regulations
05/09/12	Bolsover	Says Contact Centre staff advised wrongly in relation to benefit claim	Customer Services Finance & Revenues	28/09/12	15	Apology check on benefit form did not pick up missing information but delay caused by tenant not providing information earlier

Table G: Summary of Stage Two Complaints 01/07/12 - 30/09/12						
Date Received	**Area**	**Summary of Complaint**	**Departments Involved**	**Date Response Sent**	**No of work days**	**Remedy**
04/09/12	Clowne	Does not agree Planning permission should have been given for fence around Parish land	Planning	01/10/12	19	Entirely Parish matters
06/09/12	Bolsover	Does not agree with development plans/ land designated public land	Planning	01/10/12	16	Explanation of planning process and regulations
07/09/12	Tibshelf	Trees in garden overgrown and repeatedly asked for them to be pruned back, no action taken	Streetscene Services	02/10/12	17	Apology for not trimming back the tree last year, will be done as one of the first jobs this year
10/09/12	Langwith	Continuing problem with litter in Langwith	Streetscene Services	04/10/12	18	Explanation of shared responsibility for area and action to be taken
12/09/12	Creswell	Son rang to advise father in hospital and was asked when he was due out to pay the rent due	Housing Customer Services	04/10/12	16	Apology for slippage in Customer Service standard
11/09/12	Barlborough	Verges sprayed with weedkiller and looks a mess	Streetscene Services	04/10/12	17	Apology for effect weedspray has had on grass verges
13/09/12	Clowne	Benefits being incorrectly applied	Finance & Revenues	04/10/12	15	Apology for missed information on benefit claim, conflicting information from DWP
14/09/12	Bolsover	Does not agree with development plans	Planning	04/10/12	14	Explanation of planning process and regulations
17/09/12	London	Not satisfied with exemptions applied to FOI request response	Strategy & Performance	15/10/12	20	Exemptions correctly applied

Table G: Summary of Stage Two Complaints 01/07/12 - 30/09/12						
Date Received	**Area**	**Summary of Complaint**	**Departments Involved**	**Date Response Sent**	**No of work days**	**Remedy**
18/09/12	Clowne	Still receiving mail in standard font and not preferred format	Finance & Revenues	21/09/12	3	Explained information is routinely sent out in preferred font after scheduled mail shots
26/09/12	Bolsover	Does not agree with development plans	Planning	04/10/12	6	Explanation of planning process and regulations
19/09/12	Bolsover	Does not agree with development plans/ land designated public land	Planning	04/10/12	11	Explanation of planning process and regulations
21/09/12	Bolsover	Does not agree with development plans	Planning	04/10/12	9	Explanation of planning process and regulations
26/9/12	Bolsover	Does not agree with development plans and planning process	Planning	04/10/12	6	Explanation of planning process and regulations
26/09/12	Creswell	Landlord not happy with benefit process	Finance & Revenues	05/10/12	7	Explanation of actions so far
21/09/12	Shirebrook	Error made when applying for benefit which resulted in full rent being taken by direct debit	Finance & Revenues	17/10/12	18	Apology for error

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		**5**	5								9	9	
Community Services	**2**	2											2	2	
Democratic Services															
Environmental Health	**2**	2		**4**	4								6	6	
Finance & Revenues	**6**	6		**17**	17								23	23	
Housing	**12**	12		**12**	12								24	24	
Legal	**2**	1	1*	**2**	2								**4**	3	1*
Leisure	**2**	2		**2**	2								**4**	**4**	
Planning	**3**	3		**24**	24								**27**	**27**	
Procurement	**1**	1											**1**	**1**	
Regeneration	**3**	3		**4**	4								**7**	**7**	
Strategy & Performance	**2**	2		**2**	2								**4**	**4**	
Streetscene Services	**8**	8		**11**	11								**19**	**19**	
Total	**47**	46	1*	**83**	83								**130**	129	1*

* Holding letter sent to allow consideration by the Legal Department

Table I: Summary of Stage Three Complaints 01/07/12– 30/09/12						
Date Received	**Area**	**Summary of Complaint**	**Departments Involved**	**Date Response Sent**	**No of work days**	**Remedy**
19/07/12	Bolsover	Not happy with response to Stage two complaint and believes the land to be developed is designated open space	Legal	16/08/12	20	Re-iterated advice given in Stage 2 response still accurate - the land forms part of the Council offices and is no longer required
01/08/12	Shirebrook	Issues with Shirebrook Town Council precept	Legal	24/08/12	17	Advice still correct - parish precept set by Shirebrook Town Council
06/08/12	Hilcote	Still not happy with noise from road traffic	Environmental Health Planning	29/08/12	16	As previously advised in Stage two response, traffic noise is exempt from statutory noise nuisance legislation
13/08/12	Creswell	Believes Council is responsible for usage of site after planning for floodlights at Creswell	Planning	24/08/12	17	Bolsover District Council is not responsible for the management of the site (Parish Council)
28/08/12	Pinxton	Wants Planning department to disallow further development at Pinxton	Planning	24/09/12	20	As Stage Two response - still working with other agencies and will consider in appropriate planning applications
31/08/12	Bolsover	Still believes should have extension to Discretionary Housing Allowance (DHA) (on behalf of daughter)	Finance & Revenues	25/09/12	17	DHA short term payment to allow claimant to improve their financial position. Claimant received increase in benefit but made no amendment to improve their financial position
04/09/12	Clowne	Not happy with Council Tax summons - feels that they have paid in a timely manner	Finance & Revenues	25/09/12	15	Council Tax payment submitted using incorrect reference number, now rectified, apology for time taken to resolve

Table I: Summary of Stage Three Complaints 01/07/12– 30/09/12						
Date Received	**Area**	**Summary of Complaint**	**Departments Involved**	**Date Response Sent**	**No of work days**	**Remedy**
04/09/12	Shirebrook	Still not happy with level of grasscutting in Shirebrook	Street Services	01/10/12	19	Assurance that grounds maintenance standards will be raised
27/09/12	Shirebrook	Still believes land to rear of property belongs to her not Council	Housing	17/10/12	14	Land is in the ownership of Bolsover District Council advised to speak to Land Registry

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 says he paid in full when he handed his keys in	Housing	20/01/12	22	22/05/12	**To discontinue investigation** as there is no outstanding injustice
09/03/12	Clowne	Questions in relation to Disability Facilities Grant	Environmental Health	20/03/12	11	22/06/12	**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	Regeneration	23/03/12	10	19/10/12	**To discontinue investigation** as although the District and County Council do not agree on the cause of the flooding the Ombudsman cannot be critical on how the District Council reached its decision. Noted future liaising between Councils
17/01/12	Whitwell	Complaint against council's failure either to adapt former flat or move him somewhere more appropriate within a reasonable timescale	Housing	15/02/12	29	03/10/12	**To discontinue investigation** on the grounds that the Council did adapt the flat as requested and any failure to move the tenant was not because of any fault by the Council.
08/06/12	Barlborough	Council Tax arrears led to resident facing bankruptcy	Finance & Revenues	02/07/12	24	09/10/12	**To discontinue investigation** on the grounds that there is insufficient evidence that the resident has suffered injustice in

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**
							consequence of any maladministration by the Council
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	28/08/12	**To discontinue investigation injustice remedied**
02/07/12	Bolsover	Wants compensation for loss of heating and increased fuel bill (district heating)	Housing	26/07/12	24	22/08/12	**To discontinue investigation** on the grounds that there is insufficient evidence that the tenant has suffered injustice in consequence of any maladministration by the Council
23/08/12	Clowne	Says council should not suspend his housing application due to bankruptcy wiping out arrears from former tenancy	Housing	03/09/12	11		**Awaiting decision**
23/08/12	Bolsover	Alleges contracted workmen arrived to carry out work and had permission to gain entry	Housing	06/09/12	14		**Awaiting decision**
11/09/12	Bolsover	**Informal** Grasscutting to open plan area to rear of property not being carried out due to obstruction by neighbour's sheds	Housing Street Services			11/09/12	**Not to initiate an investigation** as the Council has already resolved the issue of how the grass will be cut
25/09/12	Clowne	Says Council not properly considered his case for continuation of Discretionary Housing Allowance	Finance & Revenues	19/10/12	24		**Awaiting decision**

Committee:	Executive	Agenda Item No.:	10.
Date:	19th November 2012	Status	Open
Category	3. Part of the Budget and Policy Framework		
Subject:	Renewal and Tendering of Insurance Policies 2012		
Report by:	Director of Corporate Resources		
Other Officers Involved	Senior Technical Officer Assistant Director of ICT & Finance		
Director	Director of Corporate Resources		
Relevant Portfolio Holder	Councillor E Watts, responsible for the Resources portfolio.		

RELEVANT CORPORATE AIMS

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

TARGETS

To review the Council's entire insurance portfolio with the current insurers, whilst endeavouring to remain within the Long Term Agreements (LTA). To improve the effectiveness and efficiency of the renewal process, whilst maintaining adequate insurance cover.

VALUE FOR MONEY

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

THE REPORT

Purpose of the Report

The Council's insurance polices were due for annual renewal on 1st October 2012 within the framework established by the three year Long Term Agreement which commenced in October 2011. This report is to inform Members of the outcome of the recent insurance renewal process carried under powers delegated to the Director of Corporate Resources.

Delegated Powers

The Council has granted delegated powers to the Director of Corporate Resources to renew the Council's insurance cover, in order to obtain the most economically advantageous outcome, (Standing Orders have been waived in accordance with 4.8.2.(3) and 4.8.2 (4)). This report outlines the actions of the Director of Corporate Resources.

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

Background

Bolsover District Council's insurance policies are subject to a 3 year Long Term Agreement (LTA), with the option to extend for a further 2 years, which commenced on the 1st October 2011, following a comprehensive tendering exercise.

The principal insurance policies are subject to a £20,000 excess on each and every claim. The exceptions are vehicles (and Council tools contained within) which are subject to a £250 excess, computer having £1,000, engineering plant having £10,000, leasehold flats having a nil excess except subsidence claims where £2,500 applied, and a £50,000 excess in respect of the flood peril at Pleasley Vale site.

A major change at the 2011 tender was made to the Housing stock peril due to claims experience. This resulted in a £250 excess per property relating to the storm damage peril. An excess of £20,000 applies per incident for other perils.

ISSUES/OPTIONS FOR CONSIDERATION

Portfolio Movement Summary

Insurance premiums are predominately based on factors including sums insured, claims history, risk exposure, market fluctuations, geographical area and level of activity. The areas below have been compared against the position as at the 2011 renewal. All remaining polices have shown minimal movement on sums insured.

- Salary and wages figure declared to insurers reduced by 15%.
- Housing properties sum insured reduced by 0.4%.
- Lease flats sum insured reduced by 5%
- General properties sum insured increased by 17%
- Work in progress increased by 26%
- Vehicle numbers reduced by 11%.
- All Risks sum insured reduced by 34%

Renewal Outcome Summary

The current property insurer (Travelers) has not increased premium ratings. Increased premiums are due to the revised sum insured (ie acquisition of Clowne Campus and Tangent Hub) and a mid term credit will follow when the Council completes the sale of Sherwood Lodge. Property cover will be improved as it now includes damage to street furniture and theft of building parts. A property low claims rebate of £10,624+IPT was triggered and has been secured. A 1% early 'day one' payment discount was also taken. Three Risk Management days relating only to the property policies are included within the premium.

At present the Council does receive competitive casualty (predominately EL and PL polices) rates, although the current insurer (Zurich Municipal) has indicated they will breach the LTA in 2013/14 and potentially increase rates significantly (possibly a 15% - 20% rise), as they consider that risk / claims are running high. The Council does not accept this position and is continuing to challenge it. As a result of this challenge agreement has been reached to retain current rates without any increase for 2012/13, with the Council successfully challenging a rate guarantee clause. This has resulted in an overall saving of £7,435* due to reduced salary costs.

* Note that the direct reduction in casualty policy premiums is a result, in the main, of Environmental Health transferring their liabilities to NEDDC, and as a consequence BDC will receive additional indirect insurance costs as part of the recharges between the two Authorities. However this will be reflected in payments made for the service to NEDDC.

The motor insurer (Chartis) breached the LTA, by increasing the premiums above inflation, effectively forcing the Council to tender again. Chartis argued that the Council's loss ratio (claims as a percentage of premium) was high (currently running at 56%, which includes reserve figures). Usually the breakeven point for motor Insurers is where the loss ratio is between 60% and 70%. The Council's liability insurer (Zurich) and property (Travelers) insurer were approached to tender for the motor insurance but premiums were in excess of £100k, (£87k+IPT in 2011), so were not viable options. Liberty Syndicate (Lloyds) were the most competitive at £90,650 + IPT and their tender has been accepted.

Consideration was given to increasing the motor policy excess level to £1,000 to secure savings, against which a quote from QBE insurer showed a premium saving of £23,650+IPT against the current best terms. However when analysing and comparing the loss ratio, based on claim experience and costs, the Council would have to fund a further £30,000 in own claims for the increase in anticipated costs below the increased excess level. It was therefore not considered cost effective as it would place increased costs on the insurance reserve.

Conclusion & Costs

- Travelers retained all property policies.
- Zurich retained all casualty polices, but have indicated they will breach the LTA in 2013.
- MAPS retained the vehicle uninsured loss recovery agency service.
- Liberty was awarded the motor policy. Negotiations have secured agreement to continue to use the current vehicle approved repairer.
- Vehicle policies show a grey fleet contingency liability policy. This was previously integrated within the vehicle policies, but is now detailed separately arising from the arrangements negotiated with Liberty the new vehicle insurer.
- Engineering policies continue to be provided by with Zurich Municipal.
- RSA retained the computer policy.
- When comparing 2011/12 with 2012/13 actual payments, including the low claims rebate and including IPT produce annual savings of £11,762, (£340,176 - £328,414). This, however, reduces to £4,846 when accounting for NEDDC insurance recharges (£340,176 - £335,330).
- The following comparison table shows premiums by category and compares against 2011/12:

	2011/2012 £	2012/2013 £	Variance £
Vehicles			
➢ Fleet	72,055	79,360	7,305
➢ Lease Cars	14,945	10,540	(4,405)
➢ Grey Fleet Contingency Liability	-	750	750
➢ MAPS Recovery Loss Agent	784	697	(87)
Total Vehicles premiums	**87,784**	**91,347**	**3,563**
Casualty			
➢ Public liability / Libel & Slander	28,458	24,272	(4,186)
➢ Employers liability	18,717	15,879	(2,838)
➢ Officials indemnity / Land Charges	5,057	4,646	(411)
➢ Professional Indemnity	4,626	4,626	0
Total Casualty premiums	**56,858**	**49,423**	**(7,435)**
Property			
➢ Housing Stock	108,346	107,926	(420)
➢ Leased Flats	3,292	3,130	(162)
➢ General Properties	27,362	31,954	4,592
➢ Play Areas	1,546	1,321	(225)
➢ Contents	3,493	3,493	0
➢ Car Parks	1,019	1,019	0
➢ Work In Progress	2,888	3,652	764

	2011/2012 £	2012/2013 £	Variance £
➢ Business Interruption	3,661	3,166	(495)
➢ All Risks	1,224	801	(423)
➢ Money	329	329	0
➢ Council Tools (in vehicles)	658	757	99
➢ Pleasley Vale B P Mills	9,405	9,405	0
➢ Pleasley Vale B P Lodges	430	412	(18)
Total Property premiums	**163,653**	**167,365**	**3,712**
Minor Classes			
➢ Fidelity Guarantee	3,035	2,508	(527)
➢ Computer	1,805	1,832	27
➢ Engineering (hired plant & inspection)	8,238	8,437	199
Total Minor premiums	**13,078**	**12,777**	**(301)**
Sub Total (exc IPT)	**321,373**	**320,912**	**(461)**
Less low claims rebate (Property)	(0)	(10,624)	(10,624)
I.P.T. @ 6%	18,803	18,126	(677)
Premium Total (inc IPT)	**340,176**	**328,414**	**(11,762)**
Inc **NEDDC** insurance recharges	**0**	**6,916**	**6,916**
Overall Grand total	**340,176**	**335,330**	**(4,846)**

Specialist Advice / Brokering

Consultancy and Brokering services were reviewed in March 2010 with savings identified as part of the process of testing the market. The annual cost for the 2013 renewal process will be £3,500.

Reserves & Provisions

At 1st April 2012, the withdrawals were £116,960 from the Insurance Provision and £30,257 from the Reserve, which previously had annual contributions of £100,000 to the Provision and £10,000 to the Reserve. These amounts are budgeted for in the Medium Term Financial Plan to fund claims below the excess and finance any uninsured losses.

Due to the excess now being £250 per Council property in relation to the storm peril, the Council has increased its risk exposure significantly and could suffer major financial losses, without having a sufficient insurance reserve to fund. Consequently the Housing Revenue Account (HRA) contributes an additional £50,000 per annum to the Insurance Reserve to finance the losses within the revised excess.

As at the 31st March 2012 the insurance provision was removed to comply with IFRS accounting requirements. Most of the balance was transferred to the Insurance reserve account, and following an annual combined contribution to the reserve of £110,000 and £50,000 from the HRA, this has resulted in a 2012/13 opening insurance reserve balance of £300,000.

IMPLICATIONS

Financial:

1. The overall annual cost is £498,830, based on the insurance year, 1st October 2012 to 30th September 2013. The following table shows and compares with 2011:

	2011/12 Costs £	2012/13 Costs £
Premiums (net of IPT)	321,373	320,912
Low Claims Rebate (Property)	0	(10,624)
IPT @ 6%	18,803	18,126
Provision Contribution (Gen Fund)	100,000	0
Reserve Contribution (Gen Fund)	10,000	110,000
Reserve Contribution (HRA)	50,000	50,000
Consultancy / Brokering	3,200	3,500
NEDDC Insurance Recharges	0	6,916
Total	**503,376**	**498,830**

The costs as outlined above will be met from within existing approved budgets.

Legal: None

Human Resources: None

RECOMMENDATION

That the action of the Director of Corporate Resources (acting under delegated powers) in continuing to secure the Council's insurance policies within the framework established by the Long Term Agreement be noted.

REASON FOR DECISION TO BE GIVEN IN ACCORDANCE WITH THE CONSTITUTION

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

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

Committee:	Executive	Agenda Item No.:	9.
Date:	19th November 2012	Category	
Subject:	Second Quarterly Budget Monitoring Report	Status	Open
Report by:	Assistant Director of Corporate Resources		
Other Officers Involved:	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 The Report

1.1 To update Executive on the financial position of the Council following the second quarter's budget monitoring exercise for the General Fund, the Housing Revenue Account, the Capital Programme and in respect of Treasury Management activity.

2 Issues for Consideration

General Fund Revenue Account

2.1 Before detailed consideration of the General Fund budget is discussed it is important to inform Members that all recharges and notional charges (e.g. depreciation) within the budgets have now been excluded. This now leaves within each budget head the controllable costs of that cost centre; i.e. the direct cost attributable to the running of that area. Its aim is to present a

clearer picture of the direct costs of each function, service and support cost centre to Members and Officers.

2.2 There have also been some changes made to how the budgets for Benefits are shown in the Council's accounts. The costs of processing and administration of benefits has now been split out from the costs of benefit payments and subsidies. Also, each of the benefit payment types now has their own cost centre. These can be seen within the corporate aim of Customer Focused Services. These changes have been done to comply with accounting requirements and to assist in managing the changes being introduced for Council Tax Benefits and other welfare reforms.

2.3 Accounting accruals have been completed throughout this monitoring statement to account for expenditure incurred but not yet paid and income due but not received to present a true position for monitoring.

2.4 The budget monitoring position for the second quarter is summarised in **Appendix 1**. A comparison of the profiled budget against the actual expenditure to date shows an over spend at the end of the second quarter of £0.107m. The over spend covers many variances within the budgets but effectively reflects a shortfall of delivered savings against targets at the half year point.

Issues to report

2.5 The detailed cost centre monitoring statement is shown on **Appendix 2.** Comments have been added to explain some of the main variances identified at the half year point. In the end 3 columns savings have been identified that as yet have not been transferred against the savings targets. The savings identified amount to £0.130m and when they are transferred will reduce the savings target down to £0.243m. Efforts to contain expenditure and maximise income is ongoing and officers expect to see the savings target continue to reduce as the year progresses.

2.6 Increased financial control is being applied to the coding analysis of expenditure in the accounts. As a result officers have seen that expenditure that had previously been treated as capital expenditure is now being correctly charged to the General Fund repairs and maintenance budgets. However, as a result it is now noticeable that many of the repair and maintenance budgets are under pressure.

Summary

2.7 To summarise, the budget monitoring position at the half year shows an overall net overspend of £0.107m. This indicates that the overall savings target of figure of £0.243m is a good forecast assessment at the half year point in time based on the current budgets that officers are working to. Officers are continuing to examine and identify efficiencies and savings and this ongoing work is expected to reduce this figure with an aim to break even by the end of the financial year.

2.8 Officers within the Finance Team are currently preparing the Revised General Fund Budgets and detailed discussions have been held with all budget officers and managers during October. The revised budget is expected to be completed in early November and any changes to the figures above will be reported to Members at the meeting.

Housing Revenue Account (HRA)

2.9 The Housing Revenue Account in respect of the first half year of 2012/13 is set out in **Appendix 3** to this report.

2.10 Expenditure
HRA expenditure is running in line with expectations and shows an under spend at the end of the second quarter of £0.114k. At this stage officers do not expect any significant variances at the year end in the expenditure budgets.

2.11 Income
Income from rents is now in line with the current budget (note this budget was amended in the quarter 1 report to reflect the level of properties that are vacant awaiting demolition and replacement). Other income budgets show some variances but are expected to outturn in line with the approved budgets.

2.12 Interest
The Interest charges budget was reduced in quarter one by £1.150m to reflect the savings achieved on the interest rates on loans taken to meet the HRA self financing settlement. A half year review of all interest budgets has been undertaken and further savings are expected to accrue arising from the Treasury Management activity managed within the Accountancy Section. The effective use of internal borrowing has reduced the interest charges to the HRA by an estimated £0.039m for the first half year.

2.13 Summary
The net position at the half year point shows that the HRA has a net under spend of £0.196m. Some of this under spend will balance out as the year progresses and work is undertaken. Officers are now commencing the revised budget process for the HRA and detailed work will be undertaken on every budget line to assess the revised budget required and set the base budget for 2013/14. This work is coupled with detailed work on the HRA business plan that is being reviewed following the HRA reforms and the end of the Government Subsidy arrangements. In particular options to commence earlier than planned the repayment of the debt settlement and future capital investments plans financing requirements will be considered.

Capital Investment Programme

2.14 **Capital Expenditure and Resources**
The second quarter monitoring position in respect of the Capital Programme is provided in **Appendix 4** to this report.

The Appendix is also split into 2 sections the first section shows the Housing Revenue Account Capital Schemes and the second section the General Fund Capital Schemes.

2.15 Housing Revenue Account – Capital
The variance column (7) shows that the programme is behind the profiled budget by £0.655m at the end of the second quarter. A detailed review and re-profiling exercise is planned for November that will look at all the individual HRA capital schemes. The current programme is fully financed for the year and there are no issues to report to Members at this stage.

2.16 General Fund – Capital
The monitoring statement shows the General Fund capital programme for 2012/13 (£14.397m) and the actual expenditure and commitments against the profiled budget. At the end of the second quarter the monitoring statement shows that £6.723m has been spent or committed which is £0.316m below the profiled budget. The financing of the programme at the end of the second quarter shows that £4.500m of prudential borrowing is required; no external borrowing has been undertaken i.e. internal Council balances and cash flow balances have been utilised.

2.17 It is now clear that there will be a delay in the concluding some key asset sales which means there is likely to be a shortfall of capital receipts available to finance the current year capital programme. This will require that further prudential borrowing will be undertaken during the second half year to cover the financing of the capital programme until the receipts are received. Once the receipts are received the prudential borrowing will be repaid.

2.18 Summary
The Capital Programme is currently progressing in line with the approved budgets for 2012/13. The delay in capital receipts means that the Council will need to undertake some prudential borrowing over the short term to cover the financing requirements of the programme.

Treasury Management

2.19 A brief report on the treasury management activity during the first half year is shown as **Appendix 5.** The impact of the current borrowing strategy has been reported in both the HRA and General Fund sections of this report. There are no other significant issues to report.

Under the CIPFA Code of Practice a detailed half year monitoring report in respect of Treasury Management has been reported to Council.

Risk Management

2.20 The issue of Financial Risks is covered throughout the report. In addition, however, it should be noted that the risk of not achieving a balanced budget is outlined as a key risk within the Council's Strategic Risk Register. While officers are of the view that these risks are being appropriately managed it needs to be recognised that there are pressures on all of the Council's main budgets and that an overspend of £0.107m is reported as the position at 30 September 2012.

IMPLICATIONS

Financial: Financial implications are covered in the relevant sections throughout this report.

Legal: The Council has a responsibility to operate within the context of a balanced budget

Human Resources: None

RECOMMENDATION

That the Executive notes the report on the position on the Council's budgets at the end of the second quarter of the 2012/13 financial year and the Treasury Management activity for the same period.

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

To inform Executive of the position on the Council's budgets at the end of the second quarter of the 2012/13 financial year and the Treasury Management activity for the same period.

APPENDIX 1

Description	Current Budget £	YTD Budget	Actual £	Variance £
General Fund				
Community Safety	805,100	385,420	388,698	3,278
Customer Focused Services	1,273,859	632,252	627,748	-4,504
Environment	4,580,511	2,305,560	2,310,705	5,145
Regeneration	985,638	492,264	480,835	-11,429
Social Inclusion	577,530	346,926	405,583	58,657
Strategic Organisational Development	2,041,834	1,214,089	1,124,404	-89,685
Savings Target	-373,867	-186,930	0	186,930
Total Net Expenditure Corporate Aims	**9,890,605**	**5,189,581**	**5,337,973**	**148,392**
Minimum Revenue Provision (MRP)	455,710	227,860	227,860	0
Interest Charged	587,580	293,790	238,123	-55,667
Interest Received	-237,040	-118,520	-104,500	14,020
	10,696,855	**5,592,711**	**5,699,456**	**106,745**
Contributions to Reserves				
Contributions to/from Reserves	-1,135,548	-517,770	-517,770	0
	9,561,307	**5,074,941**	**5,181,686**	**106,745**
Parish Precepts	2,549,389	2,549,389	2,549,389	0
Total Net Expenditure	**12,110,696**	**7,624,330**	**7,731,075**	**106,745**
Formula Grant	-5,531,336	-2,765,670	-2,765,670	0
New Homes Bonus	-303,243	-151,620	-151,620	0
Council Tax Freeze Grant	-180,053	-90,030	-90,030	0
Council Tax	-6,174,854	-3,087,430	-3,087,430	0
Collection Fund Deficit	78,790	39,400	39,400	0
Profiling Balances	0	-1,568,980	-1,568,980	0
Total Financing	**-12,110,696**	**-7,624,330**	**-7,624,330**	**0**
Transfer to/from General Fund Balances	**0**	**0**	**106,745**	**106,745**
General Fund Balances				
Balance brought forward 1 April	-1,389,000		-1,389,000	
Movement in Year	0		106,745	
Balance carried forward	-1,389,000		-1,282,255	
Minimum Working Balance	-1,200,000		-1,200,000	

APPENDIX 2

Code	Description	Current Budget 2012/13	Qtr 2 Budget	Qtr 2 Actual	Variance	Comments	Joint Env Health Service	Vacancies	General Savings
	Community Safety								
G007	Community Safety - Crime Reduction	54,470	27,240	21,762	-5,478				
G008	Safer Stronger Communities	0	0	0	0				
G010	Neighbourhood Management	124,440	65,710	62,732	-2,978				
G013	Community Action Network	230,830	111,460	110,195	-1,265				
G062	Bolsover Energised Youth Programme	0	0	0	0				
G064	Bolsover Community Sports Coach Scheme	18,160	9,080	10,020	940				
G106	Housing Anti Social Behaviour	66,950	33,480	33,768	288				
G113	Parenting Practitioner	43,710	21,860	21,516	-344				
G124	Community & Street Servs Mgmt & Admin	104,420	52,210	71,022	18,812	Redundancy Payments			
G128	Neighbourhoods Management & Admin	115,460	57,730	50,923	-6,807		-5,000		
G135	Domestic Violence Worker	13,290	6,650	6,479	-171				
G142	Community Safety - CCTV	33,370	0	281	281				
		805,100	**385,420**	**388,698**	**3,278**				

APPENDIX 2

Code	Description	Current Budget 2012/13	Qtr 2 Budget	Qtr 2 Actual	Variance	Comments	Joint Env Health Service	Vacancies	General Savings
	Customer Focused Services								
G014	Customer Contact Service	717,448	358,720	349,567	-9,153				
G027	Emergency Planning	14,900	452	0	-452				
G056	Land Charges	6,205	3,100	7,495	4,395	Income below budget profile £4k			
G072	Leisure Services Mgmt & Admin	155,540	77,770	94,203	16,433				
G097	Groundwork & Drainage Operations	50,090	23,794	23,171	-623				
G098	Security Services	0	0	0	0				
G100	Benefits	155,846	76,258	56,566	-19,692	Salary savings £14k		-11,000	
G103	Council Tax / NNDR	269,400	139,956	105,610	-34,346	Salary savings £20k		-17,000	
G104	Revenue Services (Sundry Debtors)	85,310	42,660	39,398	-3,262				
G155	Customer Services	54,990	27,500	25,412	-2,088				
G159	Council Tax Benefit Reforms	0	0	-9,000	-9,000	Grant received £84k			-9,000
G161	Rent Rebates	-90,160	-45,098	-13,148	31,950	Updated based on half year return to DWP			
G162	Rent Allowances	-145,710	-72,860	-19,261	53,599	Updated based on half year return to DWP			
G163	Council Tax Benefits	0	0	-32,265	-32,265	Updated based on half year return to DWP			
		1,273,859	**632,252**	**627,748**	**-4,504**				

APPENDIX 2

Code	Description	Current Budget 2012/13	Qtr 2 Budget	Qtr 2 Actual	Variance	Comments	Joint Env Health Service	Vacancies	General Savings
	Environment								
G018	Public Conveniences	25,450	21,774	21,384	-390				
G020	Public Health	19,620	9,810	9,018	-792				
G021	Pollution Reduction	235,250	117,630	96,808	-20,822		-12,000		
G022	Health & Safety	73,310	36,660	29,723	-6,937		-3,000		
G023	Pest Control	51,890	25,950	24,509	-1,441				
G024	Street Cleansing	412,510	206,260	187,371	-18,889	Stores Issues below budget £10k Salary Savings £8k			
G025	Food Safety	166,870	83,440	67,316	-16,124		-10,000		
G026	Animal Welfare	70,950	35,480	34,809	-671				
G028	Waste Collection	554,486	298,550	347,729	49,179	Redundancy Pay and Transfers between G166 need to be reviewed			
G032	Grounds Maintenance	543,250	271,630	271,463	-167				
G033	Vehicle Fleet	840,230	390,272	387,893	-2,379				
G034	Depot - South Normanton	0	0	264	264				
G035	Depot - Bolsover	0	0	0	0				
G036	Environmental Health Mgt	32,670	16,340	16,528	188				
G053	Licensing	-16,730	-8,370	-5,115	3,255				
G065	Parks, Playgrounds & Open Spaces	56,730	24,536	21,321	-3,215				
G073	Planning Policy	305,720	142,912	152,844	9,932				
G074	Planning Development Control	10,480	5,240	10,331	5,091	Fees below budget £7k			
G076	Planning Enforcement	77,020	38,510	39,037	527				
G077	Planning Environmental Initiatives	0	0	0	0				
G079	Planning Services Mgmt & Admin	66,090	33,050	37,884	4,834				
G080	Engineering Services (ESRM)	70,920	41,416	62,260	20,844				
G081	Drainage Services	3,300	1,650	2,710	1,060				
G083	Building Control Consortium	119,950	59,980	60,023	43				

APPENDIX 2

Code	Description	Current Budget 2012/13	Qtr 2 Budget	Qtr 2 Actual	Variance	Comments	Joint Env Health Service	Vacancies	General Savings
G123	Riverside Depot	157,785	101,460	115,254	13,794	R&M budget - pressure on budget £8k.			
G127	Development Management & Admin	122,230	61,120	59,274	-1,846				
G132	Planning Conservation	65,890	32,950	33,891	941				
G145	Handy Van Service	0	0	0	0				
G147	Waste Disposal	2,900	1,450	1,021	-429				
G148	Trade Waste	-16,550	-8,280	-23,216	-14,936				
G149	Recycling	-73,390	-36,700	-26,425	10,275				
G150	Waste Minimisation	2,000	1,000	0	-1,000				
G151	Street Lighting	3,000	1,500	2,221	721				
G152	Winter Services	1,500	750	0	-750				
G166	Green Waste Collection	595,180	297,590	272,575	-25,015	See G028			
		4,580,511	**2,305,560**	**2,310,705**	**5,145**				

APPENDIX 2

Code	Description	Current Budget 2012/13	Qtr 2 Budget	Qtr 2 Actual	Variance	Comments	Joint Env Health Service	Vacancies	General Savings
	Regeneration								
G017	Private Sector Housing Renewal	110,330	55,170	51,689	-3,481				
G029	Markets	4,000	4,000	2,600	-1,400				
G030	Street Trading	-930	-470	0	470				
G061	Bolsover Wellness Programme	21,070	10,540	9,524	-1,016				
G082	Tourism Promotion & Development	29,010	14,510	14,720	210				
G085	Economic Development	-64,145	-82,060	-76,383	5,677	Includes £100k grant High Street Innovation			
G086	Alliance	9,250	4,630	3,340	-1,290				
G088	Derbyshire Economic Partnership	30,000	15,000	15,000	0				
G089	Premises Development	6,270	25,640	25,503	-137				
G090	Pleasley Vale Mills	-51,970	-19,978	-16,383	3,595				
G092	Pleasley Vale Electricity Trading	-6,440	-3,220	-798	2,422				
G095	Regeneration Mgmt & Admin	603,838	301,920	298,097	-3,823				
G107	Home Improvement Agency	21,900	10,950	7,668	-3,282				
G108	LEGI - Public Proc & Local Supply Chain	0	0	0	0				
G120	Strategic Housing Projects	0	0	0	0				
G121	Feasibility Studies / Development Briefs	30,760	30,772	33,660	2,888				
G131	Econ Dev - Project Off (Infrastructure)	0	0	-933	-933				
G133	The Tangent (Shirebrook Enterprise Centre)	0	3,500	4,491	991				
G136	Econ Dev - Enterprise Coaching	0	0	0	0				
G137	Enterprise Academy	0	0	0	0				
G138	Sherwood Lodge Development	217,450	108,730	109,040	310				
G143	Housing Strategy	15,150	7,580	0	-7,580	Salary Savings		-7,500	
G144	Enabling (Housing)	10,095	5,050	0	-5,050	Salary Savings		-5,000	
G154	ERDF (Work for yourself)	0	0		0				
		985,638	**492,264**	**480,835**	**-11,429**				

APPENDIX 2

Code	Description	Current Budget 2012/13	Qtr 2 Budget	Qtr 2 Actual	Variance	Comments	Joint Env Health Service	Vacancies	General Savings
	Social Inclusion								
G038	Concessionary Fares & TV Licenses	500	250	-304	-554				
G042	Miscellaneous Expenses	13,470	6,740	3,940	-2,800				
G045	Welfare Services	0	0	0	0				
G046	Homelessness	91,820	45,910	50,744	4,834				
G048	Town Centre Housing	-19,000	-9,500	-10,000	-500				
G049	Repairs & Maintenance - GF	0	0	0	0				
G062	Extreme Wheels	-790	5,102	9,498	4,396	Income £7k below budget			
G063	Go Football	12,680	6,340	3,751	-2,589				
G066	Sports Development	105,180	58,998	64,103	5,105				
G067	Culture & Heritage	38,730	14,378	11,451	-2,927				
G069	Kissingate Leisure Centre	100,000	100,000	113,975	13,975				14,000
G070	Outdoor Sports & Recreation Facilities	34,320	19,088	19,464	376				
G071	Creswell Leisure Centre	151,200	71,448	87,228	15,780	R&M pressures £9k			
G112	Frederick Gents School Community Use	-1,430	-720	-5,677	-4,957				
G125	S106 - Percent for Art	36,650	14,048	25,079	11,031				
G126	S106 - Formal & Informal Recreation	0	0	0	0				
G129	Bolsover Apprenticeship Programme	0	0	0	0				
G141	Bolsover Apprenticeship Prog - Phase 2	0	0	0	0				
G146	Pleasley Vale Outdoor Activity	13,600	10,262	22,950	12,688	Fees and Charges below budget £28k			
G153	Housing Advice	0	4,282	4,282	0				
G160	Clowne Leisure Centre	600	300	5,099	4,799				
		577,530	**346,926**	**405,583**	**58,657**				

APPENDIX 2

Code	Description	Current Budget 2012/13	Qtr 2 Budget	Qtr 2 Actual	Variance	Comments	Joint Env Health Service	Vacancies	General Savings
	Strategic Organisational Development								
G001	Audit Services	121,010	60,510	60,603	93				
G002	I.C.T.	720,410	471,458	464,361	-7,097				
G003	Reprographics (printing)	114,877	57,440	48,764	-8,676				
G005	Joint Chief Executive Officer	80,150	40,080	35,717	-4,363				
G006	CEPT	267,290	158,822	156,455	-2,367				
G015	Customer Services & Performance	269,370	134,690	126,469	-8,221				
G040	Corporate Management	181,760	90,916	79,118	-11,798	External Audit Fees			-15,000
G041	Non Distributed Costs	1,284,380	642,190	630,703	-11,487				
G043	Joint Director of Corporate Resources	47,640	23,820	24,986	1,166				
G044	Financial Services	334,192	167,100	154,656	-12,444	Salary Saving £9k		-9,000	
G050	Joint Director of Development	40,910	20,460	20,268	-192				
G052	Human Resources & Payroll	338,530	169,270	151,194	-18,076	Training Exps below YTD budget £14k			
G054	Electoral Registration	37,480	23,362	29,269	5,907				
G055	Democratic Representation & Management	532,980	273,554	264,715	-8,839				
G057	District Council Elections	0	0	0	0				
G058	Democratic Services	261,426	130,710	126,784	-3,926				
G059	Solicitor to the Council	34,211	17,110	16,845	-265				
G060	Legal Services	246,333	123,170	124,479	1,309				
G093	Sherwood Lodge	269,014	179,477	180,219	742				
G094	Joint Director of Neighbourhood Services	48,230	24,120	24,290	170				
G096	Building Cleaning (General)	62,960	31,480	29,620	-1,860				
G099	Catering	6,070	3,040	3,193	153				
G111	Shared Procurement Unit	24,690	12,350	9,839	-2,511				
G116	Parish Council Elections	0	0	-216	-216				
G134	Referendum	0	0	0	0				
G139	Director of Health & Wellbeing	47,160	23,580	24,604	1,024				
G140	Strategic Alliance with NEDDC	0	0	0	0				
G156	Council Offices - The Arc	2,081	1,040	2,761	1,721				
G164	Recharges to Capital and HRA	-3,331,320	-1,665,660	-1,665,292	368				
		2,041,834	**1,214,089**	**1,124,404**	**-89,685**				

APPENDIX 2

Code	Description	Current Budget 2012/13	Qtr 2 Budget	Qtr 2 Actual	Variance	Comments	Joint Env Health Service	Vacancies	General Savings
	Savings Target	-373,867	-186,930	0	186,930		30,000	49,500	51,000
G930	Use of Transition Grant								
	Identified Reduction in non staffing budgets								
	Vacancy Savings								
	Other Savings								
	Env Health Joint working								
	Assistant Directors								
	Garage Review								
G911	Provision for Repayment of Debt	455,710	227,860	227,860	0				
G919	Interest Paid - PWLB	587,580	293,790	238,123	-55,667	Internal borrowing			-55,000
G916	Interest Received	-237,040	-118,520	-104,500	14,020	Reduced Investments			14,000
G909	Cont. to/from Revenue Reserves	-852,495	-426,250	-426,250	0				
	High Street Innovations	100,000	100,000	100,000	0				
	ICT contribution to Reserve	75,250	37,630	37,630	0				
	Local Development Scheme	50,000	25,000	25,000	0				
	Vehicle & Plant Reserve	12,600	6,300	6,300	0				
	Transition Grant Reserve - General Fund	-520,903	-260,450	-260,450	0				
	From Reserves								
G914	Revenue Support Grant	-5,531,336	-2,765,670	-2,765,670	0				
G914	New Homes Bonus	-303,243	-151,620	-151,620	0				
G914	Council Tax Freeze Grant	-180,053	-90,030	-90,030	0				
G906	Collection Fund Deficit	78,790	39,400	39,400	0				
G913	Precept Demand from Collection Fund	-6,174,854	-3,087,430	-3,087,430	0				
G928	Local Precepts	2,549,389	2,549,389	2,549,389	0				
G930	General Fund Balance - Profiling		-1,568,980	-1,568,980	0				
	General Fund Balance - Savings Shortfall			-106,745	-106,745				
		-10,264,472	**-5,376,511**	**-5,337,973**	**38,538**		**0**	**0**	**0**
	TOTAL	**0**	**0**	**0**	**0**				

APPENDIX 3

HOUSING REVENUE ACCOUNT: SUMMARY QUARTER 2 - 2012/13

	Current Budget 2012/13 £	Profiled Qtr 2 Budget £	Actuals Qtr 2 £	Variance £
Housing Reveune Account				
EXPENDITURE				
Repairs & Maintenance	3,130,450	1,565,225	1,483,342	(81,883)
Supervision and Management	4,077,290	2,017,645	2,024,176	6,531
Special Services	691,660	250,830	238,107	(12,723)
Supporting People	842,220	421,110	427,827	6,717
Tenants Participation	92,180	46,090	34,849	(11,241)
Increase in Bad Debts Provision	150,000	75,000	75,000	0
Housing Subsidy Payable	0	0	(5,389)	(5,389)
Contingency Item (Pay Award HRA)	32,170	16,085	0	(16,085)
EXPENDITURE TOTAL	**9,015,970**	**4,391,985**	**4,277,912**	**(114,073)**
INCOME				
Rents	(18,450,250)	(9,225,125)	(9,224,490)	635
Garage Rents	(330,000)	(165,000)	(200,895)	(35,895)
Charges for Facilities and Services	(529,350)	(264,675)	(342,138)	(77,463)
Contributions towards Expenditure	(407,500)	(203,750)	(151,736)	52,014
Other Income	(37,500)	(18,750)	0	18,750
INCOME TOTAL	**(19,754,600)**	**(9,877,300)**	**(9,919,259)**	**(41,959)**
NET COST OF SERVICES	**(10,738,630)**	**(5,485,315)**	**(5,641,347)**	**(156,032)**
Appropriations				
Interest Paid	3,429,930	1,714,965	1,675,000	(39,965)
Interest Received	(9,770)	(4,885)	(5,500)	(615)
Debt Management Expenses	11,850	5,925	5,925	0
Depreciation	2,167,270	1,083,635	1,083,635	0
Transfer to Major Repairs Reserve	3,255,180	1,627,590	1,627,590	0
Direct Revenue Financing	650,000	325,000	325,000	0
Contribution to Insurance Reserve	50,000	25,000	25,000	0
Debt Repayment/Capital Investment	0	0	0	0
Net Operating (Surplus) / Deficit	**(1,184,170)**	**(708,085)**	**(904,697)**	**(196,612)**

CAPITAL PROGRAMME 2012/13 - Quarter 2 **APPENDIX 4**

Project/Scheme	Revised Approved Programme 2012/13 £	Profiled Budget Quarter 2 £	Actual and Commitments Quarter 2 £	Variance at Quarter 2 £
Housing Revenue Account (HRA)				
Welfare Adaptations DRF	462,306	231,153	157,506	(73,647)
Group Dwellings Safety Work	159,892	1,000	421	(579)
Repair Inspector (MRA programme)	42,950	21,475	18,211	(3,265)
External Wall Insulation	750,000	375,000	275,132	(99,868)
Window Replacement	12,113	6,057	185	(5,872)
Electrical Rewiring Decent Homes	291,885	145,943	64,158	(81,784)
Cavity Wall + Loft Insulation	10,000	5,000	33,581	28,581
New Bolsover Heritage Project	200,000	0	0	0
External Door Replacements	211,167	105,584	68,732	(36,851)
Heating Upgrades	400,892	200,446	159,825	(40,621)
Environmental Works	65,818	32,909	11,448	(21,461)
Major Relet Repairs	350,000	350,000	347,841	(2,159)
Decent Homes - External	798,115	399,058	170,559	(228,499)
Heating - Relets	7,884	3,942	32,975	29,033
Tarran Preliminary costs	18,935	9,468	0	(9,468)
HRA New Build	1,000,808	50,000	14,435	(35,565)
HRA New Build Disturbance Payments	100,000	50,000	21,040	(28,960)
Regeneration Mgmt & Admin	200,000	100,000	100,000	0
1 Rose Ave Clowne - Fire	30,000	30,000	29,610	(390)
Damp Proof Works (DPC)	50,000	25,000	8,936	(16,064)
Shirebrook Masterplan	79,500	39,750	14,240	(25,510)
Mobile Working	11,624	5,812	3,400	(2,412)
Choice Based Lettings	47,242	47,242	47,344	102
Unallocated Scheme Approvals	183,551	0	0	0
Total Housing Investment	**5,484,682**	**2,234,837**	**1,579,579**	**(655,258)**

Housing Revenue Account Financing				
Major Repairs Allowance	4,625,003	1,814,787	1,159,919	(654,868)
Borrowing HRA	0	0	0	0
Insurance Reserve	30,000	30,000	29,610	(390)
Usable Capital Receipts	49,580	0	0	0
Private Sector Contributions	130,099	65,050	65,050	0
HRA Direct Revenue Financing	650,000	325,000	325,000	0
Total Housing Investment Funding	**5,484,682**	**2,234,837**	**1,579,579**	**(655,258)**

Major Repairs Reserve		**Actual MRA**
MRA Brought Forward	806,279	806,279
Contribution from HRA in 2012/13	5,422,450	2,711,225
Used for Financing - Original	(4,173,585)	(1,159,919)
Used for Financing - Carry Forwards	(451,418)	0
Used for Financing - Retentions	(159,730)	(159,730)
Balance Carried Forward	1,443,996	2,197,855

CAPITAL PROGRAMME 2012/13 - Quarter 2 **APPENDIX 4**

Project/Scheme	Revised Approved Programme 2012/13 £	Profiled Budget Quarter 2 £	Actual and Commitments Quarter 2 £	Variance at Quarter 2 £
General Fund				
Private Sector Spending				
Disabled Facility Grants	495,505	100,000	77,646	(22,354)
Portland Street Group Repair	236,905	118,453	83,103	(35,350)
Group Repair (WT)	108,796	54,398	42,822	(11,576)
New Terrace Pleasley	34,082	0		0
Group Repair (Shirebrook)	4,306	0		0
Carr Vale Group Repair	17,786	0	168	168
Creswell Model Village Grants	15,003	0		0
Group Repair New Houghton	114,458	100,000	96,102	(3,898)
Byron Street Shirebrook	34,805	0		0
Empty Property Grants	37,796	0		0
New Houghton Renewal Area	202,309	50,000	4,582	(45,418)
Pte Sector Project Officer	38,984	19,492	13,463	(6,029)
Station Road Shirebrook	147,858	0		0
Decent Homes Private Sector	36,334	18,167	2,329	(15,838)
Regeneration Mgmt & Admin	19,380	9,690	9,660	(30)
Other Capital Projects				
Refuse Vehicle (CX04 MVU)	140,000	0		0
Van (OC FD55 NMJ)	22,367	22,367	22,097	(270)
Van (GM FP55 VRV)	21,637	21,637	21,367	(270)
Pick up (GM YN53 GTY)	18,000	0		0
Van (CAN AG05 LYW)	12,000	0		0
Van (Health FY53 DEU)	12,000	0		0
Pick Up (Drains YN53 GTU)	20,000	0		0
Pick Up (Health FN05 WTZ)	15,000	0		0
Van (Health FL05 JFE)	12,000	0		0
4 x Warden Cars (FE06 KHU)	7,280	7,280	7,095	(185)
3 Swingos	200,000	200,000	197,265	(2,735)
Property Acquisitions	309,940	0		0
AMP - Engineers	72,460	36,230	19,163	(17,067)
AMP - PV Lodges	5,485	2,743	10,980	8,238
Sherwood Lodge Disposal	533,000	0		0
Clowne Campus - Acquisition Costs	3,848,000	3,848,000	3,848,000	0
Clowne Campus - Refurbishment	1,461,000	0		0
Bolsover Mini Hub	2,433,000	0		0
Asset Management Plan	500,000	0		0
ICT infrastructure - Project Horizon	347,000	250,000	268,328	18,328
Shirebrook Enterprise Centre	2,164,711	2,000,000	1,876,092	(123,908)
Refuse Vehicle VX55 CVA	140,000	0		0
Refuse Vehicle VX55 CVB	140,000	0		0
Tractor FJ55 UAL	35,000	0		0
8 x Hedgecutters (GM)	4,000	4,000	3,884	(116)
10 x Strimmers (GM)	5,000	0		0

Taxi / Fleet Vehicle Testing	45,000	45,000	38,680	(6,320)
Fleet Management System	15,000	0		0
1 x Luton Van (Leisure)	12,500	12,500	9,500	(3,000)
Gym Equipment - Creswell Leisure Centre	48,600	48,600	48,586	(14)
AMP - Riverside Depot	21,932	10,966	2,560	(8,406)
AMP - Sherwood Lodge	82,460	41,230	11,193	(30,037)
AMP - Community House	2,049	0		0
S/Normanton & Pinxton Masterplan	12,253	0		0
AMP - Leisure	22,475	11,238	5,657	(5,580)
Clune Street Recreation Ground	15,004	7,502	2,712	(4,790)
Bolsover Improving Play Pitches Initiative	8,693	0		0
Clowne Youth Focused Play Area	14,405	0		0
Pleasley Vale Outdoor Ed Cte Ph 2	53,485	0		0
Former South Norm CC Land Purchase	20,000	0		0
Total Other Capital Projects	**14,397,043**	**7,039,492**	**6,723,034**	**(316,458)**

Project/Scheme	Revised Approved Programme 2012/13 £	Profiled Budget Quarter 2 £	Actual and Commitments Quarter 2 £	Variance at Quarter 2 £
General Fund Capital Financing				
Useable Capital Receipts	6,083,000	3,650,000	0	(3,650,000)
Disabled Facilities Grant	411,000	100,000	77,646	(22,354)
Private Sector Contributions	278,377	139,189	139,189	0
GOEM	108,796	54,398	42,822	(11,576)
Borrowing	4,533,817	1,002,305	4,500,019	3,497,714
Leasing	643,884	48,600	48,586	(14)
Reserves	89,000	45,000	38,680	(6,320)
External Grant	2,249,169	2,000,000	1,876,092	(123,908)
Other Capital Project Funding	**14,397,043**	**7,039,492**	**6,723,034**	**(316,458)**
Total Capital Expenditure	**19,881,725**	**9,274,328**	**8,302,612**	**(971,716)**
Total Capital Financing	**19,881,725**	**9,274,328**	**8,302,613**	**(971,715)**
Controls	**0**	**0**	**(0)**	**(0)**

APPENDIX 5

Treasury Management

Activity during first six months of 2012/13

Investments
Investments during the period are summarised in the table below:

	Santander	Bank of Scotland	Money Market Fund	Landisbanki	Total
	£000	£000	£000	£000	£000
Opening balance	3,200	0	0	3,000	6,200
Investments made in the period	3,200	23,800	11,000		38,000
Withdrawals / transfers in the period	(3,200)	(22,500)	(8,000)		(33,700)
Investments maturing during the period	(3.200)				(3,200)
Closing Balance	**0**	**1,300**	**3,000**	**3,000**	**7,300**

The investments have been made in accordance with the Council's Treasury Management Strategy.

The Council remains a creditor for its investments in Landisbanki. The latest updates associated with this are:

- A partial payment of £388,663.41 was received on the 29/05/2012

The performance of the investments in the first six months is shown below. Please note this excludes the interest being accrued on the Iceland Investment:

	2nd Quarter
Interest generated	£16,103.24
Average rate of interest	0.54%
Bank of England base rate	0.50%

Interest rates offered by most institutions remain very low.

Borrowing

Long Term
No PWLB borrowing has been undertaken in the first six months of 2012/13. The overall Public Works Loans Board debt therefore remains at £107.100m.

Parish Councils are able to investments their available cash balances with the Council. This has to be treated as borrowing by the Council and at the end of September 2012 a sum of £362,155 is borrowed.

Short Term
No short term temporary borrowing has been undertaken in the first half year.

Interest Charges
Officers continue to utilise available internal balances, reserves and positive cash flows as a means to finance capital expenditure. This has the impact of reducing sums available for investments but also reduces the need for external borrowing. The interest rate the Council receives on investments is around 0.54% whereas external borrowing over the medium term attracts interest charges of around 3.25%. Avoiding the external borrowing interest rates at the expense of investment income saves the Council around 2.71% (3.25% less 0.54%) which for every £1m equates to interest saved of £27,100 per year.

Compliance with Treasury Limits
During the first six months the Council continued to operate within the treasury limits set out in the Borrowing and Investment Strategy.

	Approved Amount	Actual
Authorised Borrowing Limit	£132,115,000	£107,462,000
Operational Boundary	£127,155.000	£107,462,000

The Council is significantly below these limits so is now in the process of lowering the control totals. This recommendation is contained in the half year Treasury Management report to Council.

EXECUTIVE

Minutes of a meeting of the Executive of Bolsover District Council held in Committee Room One, Sherwood Lodge, Bolsover, on Monday 22nd October 2012 at 1000 hours.

PRESENT:-

Members:-

Councillor A. F. Tomlinson – In the Chair

Councillors K. Bowman, D. Kelly, D. McGregor, B.R. Murray-Carr (to minute no. 540) and A.M. Syrett.

Officers:-

W. Lumley (Chief Executive Officer), P. Hackett (Director of Health and Well Being), B. Mason (Director of Corporate Resources), S.E.A. Sternberg (Solicitor to the Council), J. Fieldsend (Senior Principal Solicitor), M. Connley (Special Projects Officer – Leisure), L. Khella (Consultant Programme Manager) (to minute no. 539), J. Clayton (Partnership Funding, Research and Appraisals Manager) (to minute no. 539) and R. Leadbeater (Democratic Services Officer).

534. APOLOGY

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

535. URGENT ITEMS OF BUSINESS

There were no urgent items of business.

536. DECLARATIONS OF INTEREST

Minute No.	Member	
541.	B.R. Murray-Carr	Significant Non Statutory

537. MINUTES – 24TH SEPTEMBER 2012

Moved by Councillor D. Kelly, seconded by Councillor D. McGregor
RESOLVED that the minutes of a meeting of the Executive held on 24th September 2012 be approved as a true record.

538. NATIONAL OFFENDER MANAGEMENT SERVICES (NOMS) FUNDING OPPORTUNITY TO CREATE A SOCIAL ENTERPRISE

The Consultant Programme Manager presented the report to seek Executive approval in respect of a proposal to source funding from the National Offender Management Service. The aim was to create a social enterprise which would support local offenders and disadvantaged people residing within Bolsover, Chesterfield and North East Derbyshire in gaining employment and skills. Bolsover District Council had submitted an expression of interest to secure £50,000 of funding to develop a legally constituted partnership to deliver employment related support in the local area. The first stage of the application process had been successful and a more detailed proposal was required to be submitted by the end of October 2012.

The role of the social enterprise would be to perform a support function to increase funding into the area, which would be used by partner organisations to deliver support to those groups facing the greatest barriers to accessing employment.

In response to questions from Members, the Consultant Programme Manager advised that there were approximately 150 to 180 ex-offenders residing in the area that would be amongst those people likely to benefit from the scheme. Further questions were raised in respect of assistance available to other disadvantaged groups such as the disabled and homeless. Members were advised that the project was still in a very early stage and individual schemes and beneficiaries were not yet identified. It was added that the social enterprise would not focus on the delivery of schemes or attempt to duplicate work undertaken by other agencies but would work with partners to attract funding into the area for specialist organisations to deliver.

Questions were raised as to whether the management team that would be responsible for delivering the social enterprise had been identified. The Consultant Programme Manager responded that a formal procurement process would likely be undertaken for this purpose.

Members were pleased to support the creation of the social enterprise.

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

RESOLVED that (1) Executive notes and supports the proposal to seek funding from the National Offender Management Service to create a social enterprise which will support local disadvantaged people residing within Bolsover, Chesterfield and North East Derbyshire to gain employment.

(2) a reporting mechanism is implemented to keep Members/Officers abreast of developments regarding the social enterprise should the application for funding to NOMS be successful.

REASON FOR DECISION : Supporting positive outcomes for disadvantaged groups by increasing access to funding opportunities.

(Consultant Programme Manager)

The Consultant Programme Manager and Partnership Funding, Research and Appraisals Manager left the meeting.

539. COMMUNITY RIGHT TO CHALLENGE

The Solicitor to the Council presented the report to advise Members of the provisions contained within the Localism Act 2011, known as the Community Right to Challenge, which enabled relevant bodies to submit an expression of interest for the running of Council services. This included most Council provided services.

The relevant bodies permitted to submit an expression of interest were defined in the Act as:

- A parish council;
- A voluntary body;
- A community body;
- A body or trust established for charitable purposes;
- Two or more employees of the authority, whether or not they have formed themselves into a body for this purpose, or
- Such other persons or bodies as may be specified by the Secretary of State by regulations.

Members were advised that services provided in partnership with the NHS, those services providing health or social care for complex needs, or statutory powers

such as Council Tax setting, were excluded from the Community Right to Challenge.
The Solicitor to the Council advised that there was no requirement for a relevant body to have a local connection and an expression of interest could be submitted in partnership with another organisation, including a commercial organisation or sub-contractor arrangement.

The information and qualifications required for submitting an expression of interest were outlined in the report along with the process that the Council would follow to validate and accept it and carry out a formal tender process. Expressions of Interest would be required to demonstrate best value and promote or improve the social, economic or environmental well-being of the area. Services that were currently provided jointly with other authorities could also be subject to Community Right to Challenge.

Members raised questions in respect of the process and implications of a Community Right to Challenge to which the Solicitor to the Council responded. Concerns were raised in respect of the potential increased costs brought about by additional procurement exercises and that commercial organisations would be permitted to tender for services through affiliation with permitted relevant bodies.

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

RESOLVED that (1) the Executive designate 1–21 August of each year as the time period during which the Council will receive expressions of interest for Council services other than those provided jointly with other authorities.

(2) the Executive appoint the Monitoring Officer as proper officer for the purposes of the Community Right to Challenge and recommend to Standards Committee the inclusion of this in the Delegation Scheme in the Constitution.

(3) the Executive authorise the Monitoring Officer to acknowledge expressions of interest for Council services other than those provided jointly with other authorities by 31 August of the year in which the expression of interest is made and advise the relevant body that has made the submission that a decision on whether to accept or reject their expression of interest will be made between 1 September and 31 October of the same year.

(4) once the Monitoring Officer, as proper officer, has undertaken a review of an expression of interest, a report be brought to the Executive at the earliest opportunity for members to decide whether or not to accept or reject the expression of interest. Where the decision is to reject the expression of interest this will include at least one of the statutory grounds for refusal set out in

paragraph 3.13 of the original Executive report. Where the decision is to approve the expression of interest the procurement exercise will commence between 1 and 30 November of the year in which the expression of interest is made.

(5) for the purposes of the legislation, the minimum period to elapse between the date of the Council's decision to accept an expression of interest and the date on which the procurement exercise will start be two days and the maximum period be 91 days. The maximum period to elapse between the date on which the Council receives an expression of interest submitted by a relevant body and the date on which it notifies the relevant body of its decision in respect of the expression of interest be 92 days.

(6) a report setting out timescales for those Council services currently provided jointly with other authorities be brought back to a future meeting of Executive.

(7) current contracts with third parties be advertised on the Council's website for the purposes of the Community Right to Challenge 6 months before the end of the contract.

(8) the Monitoring Officer be given delegated authority to vary the timescales in paragraphs 1 to 5 above, following consultation with the Leader of the Council.

(9) the timescales given in paragraphs 1 to 4 be publicised on the Council's website and be subject to review in 12 months' time.

REASON FOR DECISION: **This is new legislation which needs to be implemented and a process put in place.**

(Solicitor to the Council/Head of Democratic Services)

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

Moved by Councillor K. Bowman, seconded by Council 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.

Councillor B.R. Murray Carr declared a Significant Non Statutory interest in the following item and left the meeting.

541. SHIREBROOK MODEL VILLAGE SPORTS GROUND – DISPOSAL OF CHANGING PAVILION AND LEASE OF FACILITY TO SPORTS CLUBS – EXEMPT PARAGRAPH 3

The Portfolio Holder for Social Inclusion presented the report to seek Executive approval of proposals for the future management and maintenance of Shirebrook Model Village Sports ground, including disposal of the changing pavilion to Shirebrook Town Council and lease of the facility to local sports clubs.

The Director of Health and Well Being and Special Projects Officer provided further detail in respect of the ownership and trusteeship of the site which had been a complex and long standing issue. Members were advised that agreement of the proposals would provide the best achievable outcome for both the Council and existing users of the facilities.

Members supported the principle of the proposals, however concerns were raised with regard to the £5,000 to be provided annually by Bolsover District Council in respect of maintenance of the site. The Director of Health and Well Being advised that the Council had a legal obligation to maintain the site as trustee but suggested that this issue could be re-visited at a future date.

At the request of the Chair, a minor amendment was made to recommendation 4 to state that the £5,000 per annum would be provided from existing Leisure Services budgets.

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

RESOLVED that (1) Bolsover District Council remains as Trustee of Shirebrook Model Village Recreation Ground Welfare Scheme (Registered Charity No. 520506).

(2) 25 year leases be granted to Shirebrook Cricket Club and Shirebrook Rangers on terms to be agreed by the Assistant Director of Leisure in consultation with the Solicitor to the Council.

(3) disposal of the existing changing pavilion to Shirebrook Town Council to be relocated from Shirebrook Model Village Sports Ground to Coronation Drive Recreation Ground, subject to the resolution of the land ownership issue and the granting of leases to Shirebrook Cricket Club and Shirebrook Rangers Football Club be approved.

(4) a budget of £5,000 per annum be established from existing Leisure Services' budgets for Shirebrook Model Village Recreation Ground to cover costs associated with the ongoing maintenance of the site by existing volunteers.

REASON FOR DECISION: **In order to allow the development of land for the provision of sport, recreation and community facilities.**

(Director of Health and Well Being)

The meeting concluded at 1104 hours.

Sherwood Lodge
Bolsover
Derbyshire
S44 6NF

EXECUTIVE

19th November 2012

The Local Authorities (Executive Arrangements) (Meetings and Access to Information) (England) Regulations 2012

Notice of Intention to Conduct Business in Private

Notice is hereby given in accordance with Regulation 5 of the Local Authorities (Executive Arrangements) (Meetings and Access to Information) (England) Regulations 2012 that the following items are likely to be considered in private:

CCTV – TENDER FOR MONITORING ARRANGEMENTS

The reason that the above item is likely to be considered in private is that it may involve the disclosure of information relating to the financial or business affairs of any particular person (including the authority holding that information).

ORGANIC WASTE COLLECTION (GREEN BIN) ARKWRIGHT AGREEMENT

The reason that the above item is likely to be considered in private is that it may involve the disclosure of information relating to the financial or business affairs of any particular person (including the authority holding that information).

The Council has received no representations requesting that these items be considered in public.

W. Lumley BSc, FCCA,
Chief Executive Officer
9th November 2012