

The Arc
High Street
Clowne
Derbyshire
S43 4JY

Date: 22nd February 2013

Dear Sir or Madam,

You are hereby summoned to attend a meeting of the Executive of Bolsover District Council to be held in Chamber Suites 1 and 2, The Arc, Clowne, on Monday 4th March 2013 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

If you need help understanding this document or require a larger print on translation, please contact us on the following telephone number:-

 **01246 242435**
Minicom: 01246 242450

Democratic Services
Fax: 01246 242423



INVESTORS IN PEOPLE

Email enquiries@bolsover.gov.uk Web www.bolsover.gov.uk
Chief Executive Officer: Wes Lumley, B.Sc., F.C.C.A.
The Arc, High Street, Clowne, Derbyshire, S43 4JY



The Government Standard

EXECUTIVE AGENDA

Monday 4th March 2013 at 1000 hours
Council Chamber Suites 1 & 2 The Arc, Clowne

Item No.		Page No.(s)
	PART 1 – OPEN ITEMS	
1.	<u>Apologies for absence</u>	
2.	<u>Urgent Items of Business</u> To note any urgent items of business which the Chairman has consented to being considered under the provisions of Section 100(B) 4(b) of the Local Government Act 1972.	
3.	<u>Declarations of Interest</u> Members should declare the existence and nature of any Disclosable Pecuniary Interest and Non Statutory Interest as defined by the Members' Code of Conduct in respect of: a) any business on the agenda b) any urgent additional items to be considered c) any matters arising out of those items and if appropriate, withdraw from the meeting at the relevant time.	
4.	<u>Minutes</u> To approve the Minutes of a meeting of the Executive held on 6 th February 2013.	Previously circulated
5.	Compliments, Comments, Complaints <i>Recommendation on page 6</i>	4 to 26
6.*	Corporate Plan Targets Quarter 3 Performance Update Report <i>Recommendation on page 28</i>	27 to 45
7.*	Budget Monitoring Report - Quarter 3 <i>Recommendation on page 51</i>	46 to 64
8.*	Risk Strategy <i>Recommendation on page 68</i>	65 to 73
9.	Housing Services – Quarterly Update <i>Recommendation on page 76</i>	74 to 83

10.	Empty Homes – Groundwork <i>Recommendation on page 87</i>	84 to 87
11.	Former Tenants Arrears – Write Offs <i>Recommendation on page 89</i>	88 and 89
12.	Arrears Irrecoverable Items Over £1,000 <i>Recommendation on page 91</i>	90 to 97
PART 2 – EXEMPT ITEMS		
<i>The Local Government (Access to Information) Act 1985, Local Government Act 1972, Part 1, Schedule 12a.</i>		
<u>Paragraph 3</u>		
13.	Arrears Irrecoverable Items Over £1,000 <i>Recommendation on page 99</i>	98 to 106
14.	Car Park at Elmton Road Creswell <i>Recommendation on page 108</i>	107 to 109
15.*	CCTV Tenders <i>Recommendation on page 117</i>	110 to 120
16.*	Tender Evaluation Outcome – Legionella Monitoring Services	To Follow
17.*	Tender Evaluation Outcome - Woburn House Internal Wall Insulation	To Follow
18.*	Tender Evaluation Outcome - Pleasley Vale Mills Cleaning Contract	To Follow

* Denotes Key Decision

Committee:	Executive	Agenda Item No.:	5.
Date:	4 th March 2013	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 optimises the use of staffing resources as well as ensuring the provision of consistent management information

THE REPORT

To provide information on the number of compliments, comments and complaints for the period 1st October 2012 to 21st December 2012.

Compliments

Table A details the written compliments received for the period. In total 38 written compliments were received. 10 compliments were received for the Housing Department and 9 were received for the Leisure Department.

Table B shows the above information by department.

Comments

Table C shows the number of written comments received for the period. All 6 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 October 2012 to 21st December 2012.

Service Area	01/04/12– 30/06/12	01/07/12– 30/09/12	01/10/12 – 21/12/12	Total
Missed clinical waste collection	33 (12)	13 (6)	22 (13)	68 (31)
Missed domestic or green bin collection	377 (327)	270 (235)	161 (142)	808 (704)
Missed blue box/ burgundy bin collection	112 (98)	151 (138)	103 (96)	366 (332)
Total	522 (437)	434 (379)	286 (251)	1242 (1067)

The figures in brackets show the number of service requests escalated to the department for investigation/ action. For the same period Contact Centres handled 5,940 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.

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. 38 complaints were received during this period, down from last quarter in which we received 73 complaints. All (100%) were responded to within our customer service standard of 20 working days. 10 complaints were received for the Environmental Health Department, 8 of which were around the proposed closure of the Community Houses.

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 at 7th February 2013. During this quarter, two informal and three formal investigations were received, all were responded to within the Local Government Ombudsman's standard of 28 calendar days. We received 6 decisions of 'To discontinue investigation' and 3 of 'Not to initiate an investigation'. We have 2 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

The contents of the report in relation to how the Council has dealt with compliments, comments and complaints.

IMPLICATIONS

Financial: - None

Legal: - None

HR & Payroll: - None

RECOMMENDATION

That the report be received.

REASON FOR DECISION TO BE GIVEN IN ACCORDANCE WITH THE CONSTITUTION

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

ATTACHMENTS: **Y**

Table A: Compliments summary for the period 01/10/12 – 21/12/12

Table B: Compliments summary by department 2012/13

Table C: Comments summary for the period 01/10/12 – 21/12/12

Table D: Comments summary by department 2012/13

Table E: Stage one complaints summary for the period 01/10/12 – 21/12/12

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

Table G: Stage two complaints summary for the period 01/10/12 – 21/12/12

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

Table I: Stage three complaints summary for the period 01/10/12 – 21/12/12

Table J: Ombudsman complaints summary for 2012/13

FILE REFERENCE: - N/A

SOURCE DOCUMENT: - N/A

Table A: COMPLIMENTS SUMMARY 01/10/12 – 21/12/12

Date Received	Area	Summary of Compliment	Departments Involved
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
02/10/12	Bolsover	Lovely evening at the Sports Awards	Leisure
03/10/12	Bolsover	Lovely evening at the Sport Awards thanks to everyone who made it a success	Leisure
09/10/12	Whitwell	Thank you to Housing Needs Manager for providing professional advice	Housing
01/10/12	Bolsover	Lovely evening at the Sports Awards	Leisure
03/10/12	Shirebrook	Lovely evening at the Sports Awards	Leisure
15/10/12	Clowne	Lovely evening at the Brass Band contest	Leisure
15/10/12	Clowne	Lovely well-organised evening at the Brass Band contest	Leisure
15/10/12	Clowne	Wellness programme had great impact on life, lost weight and now realised ambition to walk the Camino de Santiago (790 kms)	Leisure
17/10/12	Bolsover	Lovely evening at the Sports Awards - enjoyed evening immensely	Leisure
23/10/12	Creswell	Had new door fitter - lovely and warm in property now	Housing Regeneration
23/10/12	Steetley	Thanks to Environmental Health Officers for past assistance in relation to butchery business	Environmental Health

Table A: COMPLIMENTS SUMMARY 01/10/12 – 21/12/12

Date Received	Area	Summary of Compliment	Departments Involved
29/10/12	Bolsover	Thank you for time and effort with regard to FOI request	Strategy & Performance
30/10/12	Renishaw	Thank you to Housing staff for being understanding as mother is very confused	Housing
05/11/12	Chesterfield	Thank you for clarification from Planning Department regarding development	Planning
05/11/12	Clowne	Thank you for enforcing planning conditions on delivery times at Clowne store	Planning
09/11/12	Shuttlewood	All the help and assistance received over the last 10 years with regard to cattery business	Environmental Health
09/11/12	Whitwell	Thank you to all the caring support staff when mother lived in sheltered accommodation	Housing
09/11/12	Rowthorne	Thank you to Contact Centre staff for arranging weed spraying	Customer Services
14/11/12	Scarcliffe	Thank you to repairs operative who attended and fitted her kitchen sink, polite and efficient and was impressed he cleaned up after himself	Housing
14/11/12	Hilcote	Thank you to Contact Centre staff for arranging bins for property	Customer Services
22/11/12	Bolsover	Thank you for Handy Man service	Environmental Health
22/11/12	Bolsover	Thanks to Contact Centre service for speedy response in arranging emergency repair	Customer Services
22/11/12	Barlborough	Thanks to Environmental Health for advice about food safety	Environmental Health
27/11/12	South Normanton	Green recycling waste collection service is excellent	Streetscene Services
03/12/12	Bolsover	Thanks to Benefits Staff for their help	Finance & Revenues
13/12/12	Creswell	Thank you to Repairs Operatives who have just fitted her new kitchen - happy with the work and how Operatives conducted themselves	Housing
13/12/12	Shirebrook	Thank you to Benefits officer who has helped support worker to help client with mental health issues	Finance & Revenues
17/12/12	Bolsover	Thanks to the Regeneration Department for looking after son on his University placement	Regeneration
18/12/12	Bolsover	Please pass on thanks to refuse operatives who are working throughout the Christmas break	Streetscene Services

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	3		11
Community Services		1			1
Democratic Services					
Environmental Health	6	6	5		17
Finance & Revenues		1	3		4
Housing	6	7	10		23
Legal					
Leisure	1	14	9		24
Planning	1	1	3		5
Regeneration	2	2	3		7
Strategy & Performance		2	1		3
Streetscene Services	2	7	3		12
Totals	21	46	40		107

Table C: SUMMARY OF COMMENTS 01/10/12 – 21/12/12

Date Received	Area	Summary of Comment	Departments Involved	Date Response Sent	No of work days	Summary of Response
08/11/2012	Bramley Vale	Thinks heating system in mother-in-law's property not suitable because of cost	Housing	29/11/12	15	Not able to discuss as data protected information (tenant happy with heating), assurance given that the Housing Department will liaise with tenant
08/11/12	Shirebrook	Wants outdoor gym equipment	Leisure	29/11/12	15	Will consider for future but research shows not well used in other districts
08/11/12	Bolsover	State of facilities at Castle Leisure park	Leisure	29/11/12	15	Repairs to be carried out
08/11/12	South Normanton	Political boundary changes	Democratic Services	29/11/12	15	Explanation of proposed boundaries and consultation method
08/11/12	South Normanton	State of South Normanton	Regeneration	29/11/12	15	Advice about 'masterplans' and how to proceed with consultation for regeneration
06/12/12	Clowne	Wants more information in relation to Councillors duties publishing	Legal	21/12/12	11	Solicitor to the Council to discuss proposal with the Leader

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					2	2	
Environmental Health															
Finance & Revenues	2	2		2	2								4	4	
Housing	3	3		3	3		1	1					7	7	
Legal	1	1					1	1					2	2	
Leisure	3	3		1	1		2	2					6	6	
Planning	4	4											4	4	
Regeneration	7	7		3	3		1	1					11	11	
Strategy & Performance	5	5											5	5	
Streetscene Services	14	14		2	2								16	16	
Total	41	41		13	13		6	6					60	60	

Table E: Summary of Stage One Complaints 01/10/12 – 21/12/12

01/10/12	Tibshelf	Repair work has not been carried out and considerable length of time waiting	Repair 477413	Awaiting service area response		Action by service not updated
02/10/02	Tibshelf	Complaint regarding having to purchase a bin that has gone missing	Refuse	Resolved by Contact Centre Manager 02/10/12	0	Tried to contact customer but only able to access answer phone. Left message that we would take payment for bin in weekly instalments if receiving benefit
04/10/12	Bolsover	Repair work has not been carried out and considerable length of time waiting	Repair 478651 and 478651	Resolved by Service Area 05/10/12	1	Co-ordinator contacted customer with regard to dates for work to be carried out
16/10/12	Bolsover	Complaint with regard to the time taken to carry out repair	Repair 478936	Awaiting service area response		Action by service not updated
17/10/12	Creswell	Complaint regarding missed black bin collection	Refuse	Resolved by Contact Centre Manager 17/10/12	0	Refuse Team returned to empty missed black bin
17/10/12	South Normanton	Complaint regarding missed green bin collection	Refuse	Resolved by Service Area 18/10/12	1	Refuse Team returned to empty green bin
24/10/12	South Normanton	Complaint with regard to Coordinator visit and repairs	Repair 479333	Resolved by Service Area 25/10/12	1	Emergency & Responsive Manager investigated the complaint
26/10/12	Bolsover	Complaint regarding missed green bin collection due to contamination	Refuse	Resolved by Service Area 06/11/12	7	Advised customer of problem and instruction given to bin crew

31/10/12	Newton	Complaint with regard to bulky team damaging plant in garden	Refuse	Resolved by Service Area 06/11/12	4	Service area replaced plant for customer
31/10/12	Bolsover	Complaint regarding damage to wall by Grounds Maintenance	Grounds Maintenance	Awaiting service area response		Action by service not updated
30/11/12	Barlborough	Complaint with regard to the actions of Martin's bin crew	Refuse	Awaiting service area response		Action by service not updated
30/11/12	Bolsover	Customer complaining with regard to missed black bin	Refuse	Resolved by Contact Centre Manager 30/11/12	0	Refuse Team returned the following working day to empty the black bin
05/12/12	Pinxton	Customer complaining with regard to missed green bin	Refuse	Resolved by Contact Centre Manager 05/12/12	0	Refuse Team returned on the following day of the complaint to empty the green bin
07/12/12	Barlborough	Customer complaining that the black bin had gone missing and advised to pay for new bin	Refuse	Resolved by Service Area 11/12/12	2	Refuse Team telephoned customer on 3 occasions but customer has not contacted them with regard to this issue.
13/12/12	Langwith Junction	Complaint with regard to bulky refuse service	Refuse	Resolved by Service Area 14/12/12	1	Refuse Team rebooked the bulky refuse for the following week.
20/12/12	Whitwell	Complaint regarding missed black bin collection	Refuse	Resolved by Service Area 21/12/12	1	Refuse Team returned the following working day to empty the black bin

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– 21/12/12			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	4	2*					33	22	9
Legal															
Leisure															
Planning															
Regeneration	1	1		1	1								2	2	
Strategy & Performance															
Streetscene Services	28	21	7	21	13	8	12	8*	2*				61	42	17
Total	52	40	12	31	19	12	16	10*	2*				99	69	26

* Service area not fully updated

Table G: Summary of Stage Two Complaints 01/10/12 – 21/12/12

Date Received	Area	Summary of Complaint	Departments Involved	Date Response Sent	No of work days	Remedy
01/10/12	Shuttlewood	Given wrong advice in relation to benefit and service charge	Finance & Revenues Customer Services	23/10/12	18	Apology for conflicting advice given
01/10/12	Bolsover	Delays to repair work to roof verge	Housing	18/10/12	13	Apology work and reminders on repairs system not picked up due to staff shortages although original visit to repair was in the timescale quoted
04/10/12	Bolsover	Hera fencing still obstructing enjoyment of Sherwood Lodge grounds	Regeneration	29/10/12	16	Fencing removed
04/10/12	Whitwell	Advice given at Contact Centre regarding to Housing related debt	Customer Services Housing	31/10/12	19	Debt accrued due to lapse in JSA, claimant reapplied and has paid arrears
09/10/12	Whitwell	Way dealt with when visiting Contact Centre	Customer Services	29/10/12	14	Apology for any upset caused
12/10/12	Bolsover	Strongly in disagreement with plans to close Community Houses	Environmental Health	08/11/12	19	Decision not yet made - consideration by Elected members at a later stage
12/10/12	Creswell	Not happy that they will have to decorate after having combi boiler and radiators fitted and gas fire removed	Housing	08/11/12	19	Laminate flooring responsibility of tenant, venting to wall needs to be carried out if combi to be fitted however fireplace can remain in situ
12/10/12	South Normanton	Various repairs at property not been addressed	Housing	30/10/12	12	Property mutually exchanged and accepted in present condition

Table G: Summary of Stage Two Complaints 01/10/12 – 21/12/12

Date Received	Area	Summary of Complaint	Departments Involved	Date Response Sent	No of work days	Remedy
18/10/12	Bolsover	Does not agree with development plans for Bolsover	Planning	08/11/12	15	Planning application will be considered
18/10/12	New Houghton	Strongly in disagreement with plans to close Community Houses	Environmental Health	08/11/12	15	Decision not yet made - consideration by Elected Members at a later stage
18/10/12	South Normanton	Strongly in disagreement with plans to close Community Houses	Environmental Health	15/11/12	20	Decision not yet made - consideration by Elected Members at a later stage
18/10/12	South Normanton	Strongly in disagreement with plans to close Community Houses	Environmental Health	15/11/12	20	Decision not yet made - consideration by Elected Members at a later stage
19/10/12	Bolsover	Complaint regarding riding school	Environmental Health	15/11/12	19	Riding school fulfils all criteria
19/10/12	Pleasley	Does not agree with plans to close Community Houses	Environmental Health	08/11/12	14	Decision not yet made - consideration by Elected Members at a later stage
19/10/12	South Normanton	Does not agree with plans to close Community Houses	Environmental Health	15/11/12	19	Decision not yet made - consideration by Elected Members at a later stage
22/10/12	Shuttlewood	Mould in porch	Housing Customer Services	15/11/12	18	Apology, a job was raised but overlooked
24/10/12	New Houghton	Does not agree with plans to close Community Houses	Environmental Health	15/11/12	16	Decision not yet made - consideration by Elected Members at a later stage
24/10/12	Shirebrook	Not happy with action taken by CAN Ranger	Housing	16/11/12	17	Explanation of actions so far
31/10/12	Bolsover	Sent letter explaining change in circumstances but Revenues	Finance & Revenues	27/11/12	19	Letters sent out prior to receiving claimant's letter

Table G: Summary of Stage Two Complaints 01/10/12 – 21/12/12

Date Received	Area	Summary of Complaint	Departments Involved	Date Response Sent	No of work days	Remedy
		commenced recovery/ bailiff action				
05/11/12	Chesterfield	Booked Extreme Wheels for event, but didn't attend	Leisure	28/11/12	17	Apology for missed booking
06/11/12	New Houghton	Grant work not completed	Regeneration Environmental Health	29/11/12	17	Explanation regarding confusing letters, however work requested was not on original grant schedule
14/11/12	South Normanton	Does not agree with plans to close Community Houses	Environmental Health	04/12/12	14	Decision not yet made - consideration by Elected members at a later stage
16/11/12	Bolsover	Council tax owing from when father vacated property	Finance & Revenues	04/12/12	12	Apology for distress caused but letter and process still accurate and correct
20/11/12	Shirebrook	Repairs at property	Housing	07/12/12	13	Repairs scheduled in to be carried out
23/11/12	Bolsover	Benefit appeal not resolved	Finance & Revenues	20/12/12	19	Delay in benefit decision caused in part by claimant not providing information
23/11/12	Creswell	Landlord wishes to act as common law agent	Finance & Revenues	20/12/12	19	Payment direct to benefit claimant and no obligation to provide advice letter to landlord
27/11/12	Clowne	Repeatedly being sent information in regular not preferred font - also wants to amend requirement to point 20	Finance & Revenues Customer Services	17/12/12	14	Reiterated has been previously advised that preferred format letters will go out after bulk mailing

Table G: Summary of Stage Two Complaints 01/10/12 – 21/12/12

Date Received	Area	Summary of Complaint	Departments Involved	Date Response Sent	No of work days	Remedy
28/11/12	Creswell	Non-response from Planning regarding enquiry	Planning	19/12/12	17	No Planning matters to consider. Verge is responsibility of Highways authority
28/11/12	Whitwell	Leaves not cleared up from pavement in Whitwell	Streetscene Services Customer Services	18/12/12	16	Apology for delay, however clearing of leaves not undertaken until they become detritus but this advice was not given
04/12/12	Stanfree	Queues at Contact Centre cash desk	Customer Services	21/12/12	13	Apology for delays, advised alternative method of payments
06/12/12	Bolsover	Parking in Bolsover if Planning Application is approved	Planning Legal	21/12/12	11	Planning cannot consider alternative locations, only the application before them
07/12/12	Clowne	Lateness of response from Legal Department in relation to complaint against Elected Members	Legal	21/12/12	10	Legal matter - responded to directly by Solicitor of the Council
10/12/12	South Normanton	Replacement bin not arrived	Streetscene Services	04/01/13	13	Replacement bins on order but delay from suppliers
10/12/12	Shirebrook	Comments about new Local Plan and disagrees that a public house was pulled down	Planning	14/12/13	13	Local Plan is a statutory duty
18/12/12	Bolsover	Landlord wants housing benefit payment direct	Finance & Revenues	10/01/13	15	Benefit application processed in accordance with regulations
20/12/12	Creswell	Still awaiting fencing to be repaired	Housing	14/01/13	14	Apology for breakdown in communication, repair to fencing been looked at as part of a larger project

Table G: Summary of Stage Two Complaints 01/10/12 – 21/12/12

Date Received	Area	Summary of Complaint	Departments Involved	Date Response Sent	No of work days	Remedy
20/12/12	Creswell	Recycling being put into same bin when residents told to separate	Streetscene Services	11/01/13	13	Contractor assures recycle not mixed. To be monitored
20/12/12	Matlock	Regarding Council Tax change of details for deceased father-in-law	Finance & Revenues Customer Services	11/01/13	13	Apology for any distress caused

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		8	8					17	17	
Community Services	2	2											2	2	
Democratic Services															
Environmental Health	2	2		4	4		9	9					15	15	
Finance & Revenues	6	6		17	17		8	8					31	31	
Housing	12	12		12	12		7	7					31	31	
Legal	2	1	1*	2	2		2	2					6	5	1*
Leisure	2	2		2	2		1	1					5	5	
Planning	3	3		24	24		4	4					31	31	
Procurement	1	1											1	1	
Regeneration	3	3		4	4		3	3					10	10	
Strategy & Performance	2	2		2	2								4	4	
Streetscene Services	8	8		11	11		3	3					22	22	
Total	47	46	1*	83	83		45	45					175	174	1*

* Holding letter sent to allow consideration by the Legal Department

Table I: Summary of Stage Three Complaints 01/10/12 – 21/12/12

Date Received	Area	Summary of Complaint	Departments Involved	Date Response Sent	No of work days	Remedy
02/10/12	Stanfree	Unhappy with response to previous complaint in relation to Bolsover District Council Planning Department and Committee deciding on proposed development	Planning Legal	22/10/12	14	Planning Regulations state that the Planning Department must make determination on planning application unless Secretary of State wishes to consider
02/10/12	Whitwell	Wants quicker response in relation to Right to Buy on property	Housing	25/10/12	17	Housing have granted the Right to Buy
02/10/12	Clowne	Resident feels he has had to breach his own data protection rights by asking someone to read a letter to him	Strategy & Performance Finance & Revenues	26/10/12	18	Confirmed information previously given still correct; information may still go out in corporate font but will send out additional information in preferred font; no breach of Data Protection by Council
05/10/12	Clowne	Not happy with Planning decision	Planning Legal	22/10/12	11	Advice given in response to Stage 2 complaint correct - Parish Council matters - the Planning Department can only consider planning impacts and not the management of the site
10/10/12	Mansfield	Dissatisfied with way Benefits Section has dealt with appeal to tribunal	Finance & Revenues	05/11/12	18	Information previously given is accurate - late appeal needed supporting evidence; however now gone to Tribunal Service unsupported and their discretion whether to accept

Table I: Summary of Stage Three Complaints 01/10/12 – 21/12/12

Date Received	Area	Summary of Complaint	Departments Involved	Date Response Sent	No of work days	Remedy
25/10/12	New Houghton	Not happy with grant work to property	Environmental Health	19/11/12	17	Defect now assessed as a 'latent defect' - Environmental Health Department chasing contractor to rectify
14/11/12	Creswell	Not happy that she will have to redecorate and pay for laminate flooring when new combi boiler fitted	Housing	26/11/12	8	Repairs operatives will endeavour to leave fireplace in situ however any redecoration work is to be picked up by tenant
04/12/12	New Houghton	Not happy with grant work to property	Environmental Health	18/12/12	10	Legal action superseded complaints process
03/12/12	Bramley Vale	Not happy with cost of heating at mother-in-law's property	Housing	09/01/13	20	Tenancy agreement with tenant and will continue to liaise with her

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 consequence of any maladministration by the Council

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
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	22/01/13	To discontinue investigation because the Council's decision about the housing application was made without fault
23/08/12	Bolsover	Alleges contracted workmen arrived to carry out work and had permission to gain entry	Housing	06/09/12	14	14/11/12	To discontinue investigation on the grounds that there is insufficient evidence of maladministration
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	Local settlement - alternative arrangements in place
25/09/12	Clowne	Says Council not properly considered his case for continuation of Discretionary Housing Allowance	Finance & Revenues	19/10/12	24	22/11/12	To discontinue investigation on the grounds that there is no evidence of maladministration

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
12/10/12	Bolsover	The Council decided the land at Sherwood Lodge was surplus to requirements and could be used for development; it took the decision to appropriate the land for development in private	Legal	09/11/12	28		
31/10/12	Clowne	Noise nuisance from bikes on Network Rail/ spare land	Legal Environmental Health Community Safety		26	26/11/12	To discontinue investigation as there has been no fault by the Council in its handling of the complaint
28/11/12	Hilcote	Informal Noise nuisance from lorries on road	Environmental Health Planning			28/11/12	Not to investigate the complaint because it is late and there are no grounds to exercise discretion to investigate it
11/12/12	Creswell	Informal Benefit not paid, but appealed against decision	Finance & Revenues			11/12/12	Not to investigate the complaint because it is not in jurisdiction & discretion not exercised (complainant had a right of appeal which she used)
13/12/12	Stanfree	Preliminary enquiries prior to assigning to an investigator Unhappy with Bolsover District Council Planning Department and Committee deciding on proposed development	Planning			17/12/12	

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
17/12/12	Shirebrook	Unhappy with Town Council precept for Council Tax	Finance & Revenues			17/12/12	Not to investigate the complaint because it is not in jurisdiction

Committee:	Executive	Agenda Item No.:	6.
Date:	4 th March 2013	Status	Open
Category	1. Key decision included in Forward Plan 2. Decision within the functions of Executive		
Subject:	Corporate Plan Targets Quarter 3 Performance 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 quarter 3 up to December 2012. Targets already reported to Executive as 'achieved' have been removed from the report but will feature in the Annual Performance Plan for 2012/13. The targets have been presented to Scrutiny Committee for consideration. The following is a summary of the overall performance:

Community Safety

- One target CS 05 has been successfully achieved this quarter ahead of target.
- The remaining targets are on track.

Customer Focused Services

- All five remaining targets are confirmed as on track.
- CFS 10 is currently not meeting the target.

Environment

- Although progress is being made against E02, long term it is unachievable and will therefore fail to meet the overall target.
- E07 has been granted an extension to September 2013.
- All remaining targets are reported as on track.

Regeneration

- R03 has been amended to 225,000 attendees per annum.
- R07 will be monitored over the coming months.

Social Inclusion

- SI04 has been successfully achieved this quarter ahead of target.
- The remaining targets are on track.

Strategic Organisational Development

- With respect to SOD04 a written report is to be produced by the Director of Resources detailing the reasons for the proposed withdrawal.
- All remaining targets are on track.

The full corporate plan updates are at the end of the report.

IMPLICATIONS

Financial: None within this report.

Legal: None within this report.

Human Resources: None within this report.

RECOMMENDATION

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

REASON FOR DECISION TO BE GIVEN IN ACCORDANCE WITH THE CONSTITUTION

In line with the Executive function.

ATTACHMENTS: No

FILE REFERENCE:

SOURCE DOCUMENT:

Community Safety Corporate Plan Targets	Directorate	Status	Progress	Target Date
CS 02 - Increase percentage of successful Anti-Social Behaviour Contract's (ABCs) to 90%.	Neighbourhoods	On track	<p>January 2013: Since the start of monitoring this target in October 2011 we have commenced 32 Acceptable Behaviour Contracts. Of these 32 two have been cancelled one perpetrator has been served with an Anti Social Behaviour Order and we are currently preparing an ASBO application for the other one. Two have been extended for a further three months and one has been extended for a further one month. Sixteen have been completed successfully. The other 11 are currently being monitored with no substantial breaches. Monitoring will continue until the end of the Contract (usually 6 months). Based on the 32 ABCs issued, sixteen successfully completed ABCs and two failures and 8 ongoing successes, the success rate is 94%.</p>	Tue-31-Mar-15
CS 03 - Deliver 8000 hours of positive activity through community based engagement per year.	Health & Wellbeing	On track	<p>Jan 2013: As at 9 months 2012/13, we have delivered 8145 participatory hours against an annual target of 8000 (102% against a target of 75%).</p>	Tue-31-Mar-15

<p>CS 04 - Reduce the incidence of flytipping, dog fouling and littering by 20% by March 2015.</p>	<p>Health & Wellbeing</p>	<p>On track</p>	<p>Dec 2012 - An update on progress is not available as it has not been possible to validate the data for Q3 due to staff absences, workload and office relocation. This should be available by 25/1/13 24/1/13 - During the third 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 2012/13 Q3 Fly tipping 746 640 133 144 125 Dog fouling 285 284 44 50 70 Littering 226 311 51 46 27 TOTALS 1257 1235 228 240 222</p>	<p>Tue-31-Mar-15</p>
<p>CS 05 - Ensure that all tenants of bungalows and sheltered housing schemes are offered new doors with secure locking mechanisms by April 2015.</p>	<p>Neighbourhoods</p>	<p>Achieved</p>	<p>Dec 2012 - All bungalows and sheltered housing have been offered doors. Note: A small number have been refused by the tenant - the methodology for measuring performance for improvements (adopted from government guidance) suggests that refusals are excluded from the calculation. Using this methodology the target has been achieved.</p>	<p>Tue-31-Mar-15</p>

CS 06 - Install 100 new lifelines within the community each year.	Neighbourhoods	On track		April - Dec 2012 - 97 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.	Neighbourhoods	On track		Dec 2012 - The performance update for December shows there has been an 18.1% reduction in all crime when compared to the previous 12 months. There has been a 19.2% decrease in Domestic Burglary (55 crimes) compared to the previous 12 months and a 5.9% decrease in Non-domestic burglary (25 crimes) compared to the previous 12 months. Theft from vehicle shows a 7.5% reduction (26 crimes) and theft of vehicle shows a 25.9% reduction (38 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.	Neighbourhoods	On track		Dec 2012 - The performance update for December shows there has been an 18.1% reduction in all crime when compared to the previous 12 months. Violence with Injury has seen a 20.8% reduction (96 crimes) and Violence without Injury shows a 14.1% reduction (48 crimes) compared to the previous 12 months.	Tue-31-Mar-15

Customer Focused Services Corporate Plan Targets	Directorate	Status	Progress	Target Date
CFS 01 - Review and deliver the Engagement Plan annually	CEO's	On track	Dec 2012 - Engagement plan has been updated and reported on to Improvement Group on 20/11/12. The next stage will be evidencing results/outcomes (where required) in April 2013.	Tue-31-Mar-15
CFS 02 - Review and deliver the Communication Plan annually	CEO's	On track	December 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.	Neighbourhoods	On track	Feb 2013 - Q3 outturn now confirmed as 21.9 days	Tue-31-Mar-15
CFS 07 - Fully deliver the Customer Service Excellence Implementation Plan and retain accreditation by March 2014.	CEO's	On track	Dec 2012/Jan 2013 - Planning meeting held with new Assessor. Departmental updates provided together with a corporate update to enable Assessor to consider itinerary for surveillance visit. Surveillance visit arranged for 9th and 10th April 2013.	Mon-31-Mar-14
CFS 08 - Carry out 97% of repairs to Council	Neighbourhoods	On track	December 2012 - Right First Time - 97%	Tue-31-Mar-

houses on the first visit (Right First Time) by March 2015.				15
CFS 10 - Process all new Housing and Council Tax benefit claims within 20 days.	Corporate Resources	Failing	Dec 2012 - Average new claims processing times for September =20.35, October =23.00, November = 21.39. The data for December will not be available until the end of January 2013	Tue-31-Mar-15

Environment Corporate Plan Targets	Directorate	Status	Progress	Target Date
E 01 - Recycle and compost 45% of household waste by March 2015.	Neighbourhoods	On track	Dec 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.	Neighbourhoods	Failing	Estimated figure at Dec 2012 = 121 Kg: Data for Q3 will not be available until mid-Feb via WasteDataFlow. Year end projection is 540 kg for 2012/13 per household which equates to approximately 18,500 tonnes by Mar 2013. For the Council to achieve it's 15,000 target, it would be necessary to achieve a recycling rate of approximately 60% Joint Cabinet/SAMT	Tue-31-Mar-15

			29.1.13 agreed that although progress is being made the target long term is unachievable and it is therefore better to report it as such now.	
E 03 - Complete and adopt the final Core Strategy Development Plan Document by December 2013.	Development	On track	Dec 2012: Evidence base now complete with endorsement of settlement hierarchy study, affordable housing study, employment site portfolio, and review of district housing target. Local Plan Strategy has been drafted and undergone sustainability appraisal. Strategy now being fine tuned before consultation version is presented for Council approval in January or February.	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.	Neighbourhoods	On track	December 2012 - At the end of quarter three the fuel issued is 64.41% of the annual allowance. The annual allowance takes into account the target 3 % reduction. This is currently on track to meet the target.	Tue-31-Mar-15
E 06 - Increase the Standard of Cleanliness, so that 96% of streets each year meet the criteria of an acceptable standard, established by Keep Britain Tidy Group Local Environment Quality Standards (LEQS).	Neighbourhoods	On track	Dec 2012 - Tranche 2 (Aug - Nov): Outturn - only 2.61% of streets falling below standard. In effect, that means 97.39% met the standard	Tue-31-Mar-15

<p>E 07 - Complete and adopt residential development guide as Supplementary Planning Guidance by December 2012.</p>	<p>Development</p>	<p>Extended</p>	<p>Jan 2013. Request extension for completion and adoption of residential development guide to September 2013. As previous update consultation delayed due to the need to fit with the other partner's timetable and consultation was completed December 2012. Formal period now closed and lead officer (Urban Design Officer) is collating responses for consideration by the joint working group in February 2013; once responses agreed will report to Planning Committee and Council for adoption. Joint Cabinet/SAMT 29.1.13 agreed an extension to 30.09.13</p>	<p>Mon-30-Sep-13</p>
<p>E 08 - Consider whether the former Coalite site meets the statutory definition of contaminated land by March 2012</p>	<p>Health & Wellbeing</p>	<p>Extended</p>	<p>Dec 2012 - Site investigation continuing (commenced 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. Members update report to be presented to Council on 23/1/13.</p>	<p>Fri-30-Aug-13</p>

E 09 - Bring 40 private sector empty properties back into use by March 2015.	Health & Wellbeing	On track	Jan 2013 - In the third quarter 67 properties have come back into use, bringing the total to 199 which is again well above target.	Tue-31-Mar-15
--	--------------------	----------	--	---------------

Regeneration Corporate Plan Targets	Directorate	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.	Health & Wellbeing	On track	January 2013 - For the financial year 12/13, 463 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.	Health & Wellbeing	On track	With 9 months gone of 2012/13, attendances recorded should be 75% approx of the target 285,000 = 213,000. The actual number of recorded attendances as at month 9 is 59% of target = 167,213. This figure does not now include Kissingate LC which had previously been 70,000 attendances p.a. In addition this figure does include Clowne Leisure Facility figures for December. I believe this annual target of 285,000 should be adjusted however to recognise lower than expected/anticipated	Tue-31-Mar-15

			<p>attendances from Clowne. Should this approach be approved I would request a revised target figure of 225,000 p.a. Jan 2013: There appears to have been some confusion between the changes to LPI LE 01/06 and how this relates to CP target R03 which measure the same information. To clarify; 2012/13 target reflects the changes resulting from the transfer of KLC and the move to Clowne. In addition to this we changed our data collection to no longer count spectators as this was seen to somewhat distort the figures - this was in line with others around the County - this changed the annual visitor target from 310,000 to 285,000 (based on expected visitors to Clowne facility). Based on the evidence provided Joint SAMT/ Cabinet 29.01.13 agreed that the annual target be reduced to 225,000 per annum for this year and subsequent years.</p>	
R 04 - Deliver a child focused health intervention programme to 95% of identified	Health & Wellbeing	On track	<p>January 2013 - The current financial year covers the end of the last academic year (Apr - July 2012) and the start of the new</p>	Tue-31-Mar-15

Key Stage 2 year groups by March 2015				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.	
R 05 - Offer assistance to 150 households to address affordable warmth issues by March 2012.	Health & Wellbeing	On track		Jan 2013 - In the third quarter 191 engagements have been achieved. This brings the total to 539 which is well above 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	Development	On track		December 2012: The 2011/12 target of £100,000 was exceeded by over £42,000. Figures published by government (see web link below) demonstrate that the Council has met this target for 2012/13.	Tue-31-Mar-15
R 07 - Deliver a retail development to Shirebrook Town Centre by March 2014.	Development	Failing		Dec 2012 concerns about commitment - legal advice now being actively sought. Joint Cabinet/ SAMT 29.01.13 discussed the current situation. The target will be monitored over the coming months.	Mon-31-Mar-14
R 10 - Remove 120 category 1 hazards (as defined by the Housing Act 2004) within private sector housing by March 2015.	Health & Wellbeing	On track		Jan 2013 - In the third quarter of 2012/13, 29 category 1 hazards were removed. This brings the total to 93 and is therefore on target.	Tue-31-Mar-15

<p>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.</p>	<p>Development</p>	<p>On track</p>	<p>Dec 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</p>	<p>Tue-31-Dec-13</p>
--	--------------------	-----------------	---	----------------------

			outputs contracted under WNF. However the before mentioned project activities should ensure that the target to create 39 businesses is achieved.	
--	--	--	--	--

Social Inclusion Corporate Plan Targets	Directorate	Status	Progress	Target Date
SI 01 - Fully deliver the actions identified in the Single Equality Scheme by March 2015.	CEO's	On track	December 2012 - all actions are on target.	Tue-31-Mar-15
SI 02 - Prevent homelessness for more than 50% of people who are facing homelessness each year.	Neighbourhoods	On track	April 2012 - Dec 2012 - 53% of homeless approaches were prevented. (226 approaches, 120 prevented)	Tue-31-Mar-15
SI 03 - Carry out 200 adaptations to council houses each year	Neighbourhoods	On track	Dec 2012 - 258 adaptations completed April to Dec 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).	Development	Achieved	December 2012: The Tenancy Strategy has been drafted and was approved for consultation by Cabinet. Following statutory consultation with Register Provider Partners, the draft was presented to the Safe and Inclusive Scrutiny Committee on the 27th November 2012. The final version of the Strategy will be	Tue-31-Dec-13

			presented to Executive for approval in January 2013. Joint Cabinet/ SAMT 29.01.13 confirmed Executive had approved the strategy and the target is now successfully completed ahead of target.	
SI 05 - Maximise the supply of affordable housing in the district and deliver an average of 20 units per annum by March 2015.	Development	On track	December 2012: HCA website housing completions stats confirm that they funded 5 completions in Bolsover during the period April 1st to end Sept 2012. Housing have confirmed that 20 new bungalows have been completed and are being let on the Langwith Junction previous Tarran estate. There are also 12 new section 106 affordable homes being developed at Ball Hill, South Normanton. Derwent Housing Association are due to take ownership of the first three of these in February.	Tue-31-Mar-15

Strategic Organisational Development Corporate Plan Targets	Directorate	Status	Progress	Target Date
SOD 01 - Reduce the Council's overall spend in	Corporate Resources	On track	Dec 2012 - In view of the financial position of the Council and to	Sun-31-Mar-

<p>accordance with the Savings Strategy by March 2013.</p>			<p>provide an early indication of the budget figures for 2013/14, officers from Accountancy commenced the budget process early in quarter 3 (October). Meetings were organised with all budget managers and a detailed examination of the Council's budgets for 2012/13 and future years was undertaken. The revised budget process has seen a concerted effort from all budget managers to minimise expenditure whilst maintaining service delivery. The outcome is that the revised budget for 2012/13 is now anticipated to be a break even position (i.e. no call on general fund balances). This means that the savings target of £0.975m will have been achieved for 2012/13. Officers are now undertaking detailed monitoring of the Q3 actual position to establish if the revised budget forecast is still on target. This monitoring will be reported to Executive (GB)</p>	<p>13</p>
<p>SOD 02 - Reduce the percentage of rent arrears by 20% by 2015.</p>	<p>Neighbourhoods</p>	<p>On track</p>	<p>January 2013: At the start of the monitoring for Corporate Plan the</p>	<p>Tue-31-Mar-15</p>

			arrears were 2.8% (£486.526). At the end of January 2013 the figures stands at 2.6% (£500,753) this is a percentage decrease of 8% (Note: This target is a reduction in the percentage of arrears rather than the monetary value - this is common in measuring rent arrears and allows comparisons with others, and over time. A reduction from 2.8% to 2.6% is measured as $((2.8 - 2.6) / 2.8) \times 100 = 8\%$.)	
SOD 03 - Reduce the level of Former Tenants Arrears by 25% by 2015.	Neighbourhoods	On track	January 2013: 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 January the figure was £587,732.71 which is a decrease of 11%. Since the start of the Corporate Plan £64,882.16 former tenants arrears have been collected and £198,295.00 has been written off which has been a reduction of £263,177.16.	Tue-31-Mar-15
SOD 04 - Reduce the cost of collection of income year on year by increasing options available to customers.	Corporate Resources	Not Started	Dec 2012: The Council continues to take every opportunity to encourage direct debit payments. The Payment Strategy which is also	Tue-31-Mar-15

			referred to by the Director of Finance has been withdrawn on the grounds that the level of savings anticipated could not be achieved currently (AWC). Joint Cabinet/ SAMT 29.1.13 agreed that a written report needs to be submitted to Joint Cabinet/SAMT (then onto Executive) detailing the reasons for the proposed withdrawal.	
SOD 05 - Develop a series of business cases in respect of joint services/collaboration to deliver £750k savings by March 2014.	CEO's	On track	December 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	Mon-31-Mar-14

			to £649,000 as at September 2012 against a target of £750,000 by March 2014.	
SOD 06 - Fully deliver the Investors in People Implementation Plan and retain Silver level accreditation by July 2014.	CEO's	On track	December 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 around Social Responsibility and team meetings.	Thu-31-Jul-14
SOD 07 - Produce a People Strategy 2011-15 by September 2011 and fully deliver milestones by March 2015.	CEO's	On track	December 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 the ongoing impact of the changes following the implementation of the 3rd tier Strategic Alliance there has been limited progress on some specific targets, but they are not as yet completed. However, most of the remaining actions fall within 2013/14.	Tue-31-Mar-15

End of Report

Committee:	Executive	Agenda Item No.:	7.
Date:	4 th March 2013	Category	
Subject:	Budget Monitoring Report – Quarter 3	Status	Open
Report by:	Assistant Director of Corporate Resources		
Other Officers Involved:	Chief Accountant / Principal 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 third 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 The Current Budget reflects the revised budget position for the Council and the latest budget transfers requested by budget managers. The overall position shows that there is in effect a balanced budget for the Council for 2012/13 and officers are managing their budgets against this position.

- 2.2 Officers have introduced an integrated approach to budget monitoring in the third quarter of 2012/13 with Performance, Risk and Finance being considered together at Directorate meetings held during January and February 2013. The scope of this report is to summarise the current financial position following the 2012/13 third quarter monitoring exercise as part of the wider exercise which has considered Finance, Performance and Risk.
- 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 yet received to present a more accurate position for monitoring.
- 2.4 The budget monitoring position for the third quarter is summarised in **Appendix 1**. A comparison of the profiled budget against the actual expenditure to date shows that each Directorate shows an under spend against their profiled budget at the end of the third quarter. The net under spend (£0.191m) at this stage is shown as a reduction in the amount to be used from the Transition Grant budget that was approved to support the General Fund in 2012/13.

Issues to report

- 2.5 The detailed cost centre monitoring statement is shown at **Appendix 2**. Comments have been added to the appendix to explain some of the main variances identified at the third quarter point. Items to bring to Members attention relate to:
- Health and Wellbeing – Bolsover Wellness Programme – there is an outstanding grant claim at quarter three of an estimated £75,000. Officers are following up this outstanding claim.
 - Neighbourhood – Waste Collection and Grounds Maintenance – a high level of sickness has been reported within these service areas that has required an increase in overtime and the use of casual employees to maintain service levels. At the present time an over spend is forecast within these costs centres of up to £30,000. Officers are seeking to manage the over spend position within the overall Directorate budget.
 - Corporate Budgets – New Homes Bonus (NHB) – it has been identified that some of the NHB received late in 2011/12 related to this financial year. As a result this financial years figure will show a reduction of £17,748.
 - Corporate Budgets – Use of Revenue Reserves. This is where the net under spend position at the end of quarter three for all Directorates is brought together (-£0.191m). The net impact at this point of the year is that a lower amount of the Transition Grant is required than budgeted.
- 2.6 Increased financial control is continuing to be applied to the coding analysis of expenditure within the accounts and officers within the Accountancy Section are noticing that fewer budget transfer requests are being received now that the revised budget process has been completed.

The controls are continuing to be applied to all expenditure and transactions that had previously been treated as capital expenditure are now being correctly charged to the General Fund repairs and maintenance budgets. The

latest budget monitoring work has identified that further General Fund budget pressures are anticipated from work that has been undertaken on Closed Churchyards and various Engineering works. There is an estimated £15,000 of expenditure - that would have previously been charged to capital - where there is insufficient or no General Fund budget available. The associated capital budget has been removed to prevent this occurring again.

The Accountancy Section is also actively monitoring and managing the current budgets and where any savings are identified the current budget is amended straight away thereby ensuring the saving is captured and that it counts towards the corporate savings at the earliest opportunity.

Summary

- 2.7 To summarise, the budget monitoring position at the third quarter shows an overall net under spend of £0.191m. This indicates that the overall General Fund net expenditure at this point in time is within the profiled budget. There are some budget pressures to note which will reduce this under spend as we move into the last quarter of the financial year. However, officers are continuing to examine and identify efficiencies and savings and this ongoing work is expected to assist in achieving the aim to break even by the end of the financial year. To the extent to which it proves possible to achieve any under spend this will be used to increase the level of General Fund balances as set out within the MTFP.

Housing Revenue Account (HRA)

- 2.8 The Housing Revenue Account in respect of the first nine months of 2012/13 is set out in **Appendix 3** to this report.

2.9 Expenditure

HRA expenditure has some variances at the third quarter point and they show as a net under spend of £0.272m. Officers have held back some expenditure plans pending the outcome of the stock condition survey work which is currently underway and the impact that this may have on the HRA work programmes. It is therefore anticipated that there will be an under spend in the current financial year.

2.10 Income

Income from rents is in line with the current budget (above budget by £0.015m). Other income budgets show favourable variances against the profiled revised budgets (above budget by £0.111m). If these favourable variances continue they will exceed the forecast revised budget for the year.

2.11 Summary

The net position at the third quarter point shows that the HRA has a net under spend of £0.400m. Some of this under spend will balance out as the year progresses and work is undertaken but it is anticipated that the account will show an overall under spend against the revised budgets for the financial year.

Capital Investment Programme

2.12 **Capital Expenditure and Resources**

The third quarter monitoring position in respect of the Capital Programme is provided in **Appendix 4** to this report.

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

2.13 Housing Revenue Account – Capital

A detailed review and profiling exercise has been undertaken that examined all the individual HRA capital schemes in the programme. The revised programme shows in the variance column shows that the programme is below the profiled budget by £0.537m at the end of the third quarter. The current programme is fully financed for the year and there are no issues to report to Members at this stage.

2.14 General Fund – Capital

The monitoring statement shows the General Fund revised capital programme for 2012/13 (£11.345m) and the actual expenditure and commitments against the profiled budget. At the end of the third quarter the monitoring statement shows that £7.996m has been spent or committed which is £0.887m below the profiled budget. The overall under spend is caused by a number of issues; some schemes are running behind schedule or delayed, some are actually under spent against the budget and some are being held back to assist the Council with financing issues in the year. The financing of the programme at the end of the third quarter shows that £5.642m of prudential borrowing is required; no external borrowing has been undertaken to cover this sum i.e. internal cash flow balances have been utilised.

2.15 It is now clear that there will be a delay in the concluding some key asset sales which means there will 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 final quarter to cover the financing of the capital programme until the receipts are received. This prudential borrowing has been agreed by Council and pending the achievement of these receipts further capital expenditure commitments in respect of the General Fund Programme will be minimised. Once the receipts are received the prudential borrowing will be repaid.

2.16 Summary

The Capital Programme is currently progressing at a slower pace than indicated in the profiled revised approved budgets for 2012/13. This position means there are no budget pressures to report. 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 nine months of the year is shown as **Appendix 5**.

2.20 Summary

No long term borrowing has been undertaken in the period to December 2012. All prudential borrowing identified in the capital programme is being financed from available cash flow balances of the Council. External interest charges for the year will be £3.693m and investment interest earned is anticipated to be £0.025m (excluding the Iceland investment). As the Council moves into the final quarter cash flow balances will reduce (lower Council Tax receipts and quarter four capital expenditure) and therefore the level of external investments will also reduce.

During the first nine months the Council continued to operate within the treasury limits set out in the Borrowing and Investment Strategy. The latest Treasury Management Strategy updates these limits which will apply from the date they are approved by Council.

Risk Management

2.21 The issue of Financial Risks is covered throughout the report.

2.22 General Fund

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. Officers are of the view that these risks are being appropriately managed and although there are a number of pressures on the General Fund budget it is forecast that the Council will achieve a balanced budget for 2012/13.

2.23 HRA

The level of risk within this account is lower as expenditure budgets are below the profiled revised budgets and income is showing favourable variances at the third quarter.

2.24 Capital

Capital expenditure plans are currently a lower risk as most schemes are running behind the profiled revised budgets.

2.25 Capital Financing

The delay in achieving the planned level of capital receipts has been the major risk area which officers have had to manage through short term prudential borrowing arrangements. The Council currently carries the cost of the short term prudential borrowing through reduced investment income as it uses available internal cash flow balances to effectively finance the capital outlay.

2.26 Treasury Management

Controls are operating effectively and all investments are closely monitored to ensure they comply with our approved Strategy. The use of internal cash flow balances to cover capital outlay has reduced the level of investments available to the Council and as such reduced the risk on investments.

IMPLICATIONS

Financial: Financial issues and 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 third 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 third quarter of the 2012/13 financial year and the Treasury Management activity for the same period.

ATTACHMENTS: Y

FILE REFERENCE:

SOURCE DOCUMENT:

APPENDIX 1

GENERAL FUND SUMMARY

Description	Current Budget £	YTD Budget	Actual £	Variance £
General Fund				
Chief Executive	2,151,427	1,623,245	1,548,368	(74,877)
Development	2,030,501	1,347,080	1,341,478	(5,602)
Health and Wellbeing	1,765,311	1,354,985	1,329,464	(25,520)
Neighbourhood	3,749,589	2,812,192	2,785,717	(26,475)
Corporate Resources	358,332	264,499	197,837	(66,662)
Corporate Budgets	(10,055,160)	(7,402,001)	(7,202,864)	199,137
Total General Fund	0	(0)	0	0
Transfer to/from General Fund Balances	0	0	0	0
General Fund Balances				
Balance brought forward 1 April	-1,389,000		-1,389,000	
Movement in Year	0		0	
Balance carried forward	-1,389,000		-1,389,000	
Minimum Working Balance	-1,200,000		-1,200,000	

GENERAL FUND DETAILED BUDGETS

APPENDIX 2

Code	Description	Current Budget			Variance	Comments
		2012/13	Qtr 3 Budget	Qtr 3 Actual		
Chief Executive Directorate						
G003	Reprographics (printing)	98,904	74,178	70,661	(3,517)	
G005	Joint Chief Executive Officer	78,397	58,798	55,233	(3,565)	
G006	CEPT	262,231	196,673	189,837	(6,836)	
G015	Strategy & Performance	271,738	203,804	178,902	(24,902)	Salary savings
G052	Human Resources & Payroll	348,089	261,067	230,045	(31,021)	Training budget under spent
G054	Electoral Registration	38,700	38,700	40,178	1,478	
G055	Democratic Representation & Management	524,684	393,513	389,936	(3,577)	
G056	Land Charges	5,284	3,963	2,258	(1,705)	
G057	District Council Elections	0	0	0	0	
G058	Democratic Services	263,508	197,631	199,271	1,640	
G059	Solicitor to the Council	33,071	24,803	25,061	258	
G060	Legal Services	248,855	186,641	182,737	(3,904)	
G086	Alliance	9,250	6,938	7,810	872	
G129	Bolsover Apprenticeship Programme	(31,284)	(23,463)	(24,329)	(866)	
G141	Bolsover Apprenticeship Prog - Phase 2	0	0	0	0	
G154	ERDF - Work for Yourself	0	0	0	0	
G158	Police Commissioners Elections	0	0	0	0	
G168	Multifunctional Printers	0	0	768	768	
Total for: CEO Directorate		2,151,427	1,623,245	1,548,368	(74,877)	

GENERAL FUND DETAILED BUDGETS

APPENDIX 2

Code	Description	Current Budget 2012/13	Qtr 3 Budget	Qtr 3 Actual	Variance	Comments
Development Directorate						
G018	Public Conveniences	24,620	24,620	24,730	110	
G029	Markets	2,659	2,659	2,616	(43)	
G050	Joint Director of Development	38,678	29,009	28,860	(148)	
G073	Planning Policy	303,113	185,335	184,939	(396)	
G074	Planning Development Control	1,743	1,307	(25,412)	(26,719)	Increased planning fees
G076	Planning Enforcement	77,304	57,978	58,158	180	
G079	Planning Services Mgmt & Admin	63,135	47,351	50,826	3,474	
G080	Engineering Services (ESRM)	60,955	45,716	39,243	(6,473)	
G081	Drainage Services	3,300	2,475	2,710	235	
G082	Tourism Promotion & Development	29,094	21,821	21,901	81	
G083	Building Control Consortium	117,490	88,118	88,118	0	
G085	Economic Development	(45,160)	(51,870)	(55,209)	(3,339)	
G088	Derbyshire Economic Partnership	15,000	11,250	15,000	3,750	
G089	Premises Development	6,110	4,583	(159)	(4,742)	
G090	Pleasley Vale Mills	(33,960)	(25,470)	(32,132)	(6,662)	
G092	Pleasley Vale Electricity Trading	(6,440)	(4,830)	(15,286)	(10,456)	
G093	Sherwood Lodge	214,509	175,882	179,134	3,253	
G095	Regeneration Mgmt & Admin	583,650	437,738	455,818	18,080	
G096	Building Cleaning (General)	64,036	48,027	43,522	(4,505)	
G099	Catering	6,000	4,500	3,940	(560)	
G120	Strategic Housing Projects	0	0	0	0	
G121	Feasibility Studies / Development Briefs	33,660	33,660	33,660	0	
G127	Development Management & Admin	51,733	38,800	37,486	(1,314)	
G131	Econ Dev - Project Off (Infrastructure)	184	138	9,673	9,535	
G132	Planning Conservation	68,060	51,045	51,840	795	
G133	The Tangent Business Hub	(11,820)	(8,865)	137	9,002	Year end claim required
G138	Sherwood Lodge Development	217,605	83,204	83,176	(28)	Reduced draw on reserves at present
G143	Housing Strategy	16,901	12,676	7,299	(5,376)	
G144	Enabling (Housing)	9,591	7,193	4,863	(2,330)	
G151	Street Lighting	3,000	2,250	1,048	(1,202)	
G156	The Arc	72,061	18,015	37,764	19,749	
G167	Facilities Management	43,690	2,768	3,214	446	Only spend is legionella monitoring rest is unspent - planned for Q4
Total for: Development Directorate		2,030,501	1,347,080	1,341,478	(5,602)	

GENERAL FUND DETAILED BUDGETS

APPENDIX 2

Code	Description	Current Budget			Variance	Comments
		2012/13	Qtr 3 Budget	Qtr 3 Actual		
Health and Wellbeing Directorate						
G010	Neighbourhood Management	122,100	91,575	83,989	(7,586)	
G017	Private Sector Housing Renewal	100,330	75,248	68,289	(6,958)	
G020	Public Health	38,670	29,003	10,651	(18,352)	
G021	Pollution Reduction	231,440	173,580	147,868	(25,712)	various - mainly unspent reserves
G022	Health & Safety	64,260	48,195	44,286	(3,909)	
G023	Pest Control	53,910	40,433	37,510	(2,923)	
G025	Food Safety	145,780	109,335	102,528	(6,807)	
G026	Animal Welfare	68,210	51,158	51,967	810	
G027	Emergency Planning	14,900	14,000	14,000	0	
G030	Street Trading	(50)	(38)	(50)	(13)	
G036	Environmental Health Mgmt & Admin	95,716	71,787	73,948	2,161	
G053	Licensing	(30,320)	(22,740)	(26,547)	(3,807)	
G061	Bolsover Wellness Programme	(9,970)	(7,478)	76,085	83,563	income not yet received - claim due
G062	Extreme Wheels	(3,438)	(2,579)	(4,007)	(1,429)	
G063	Go Football	10,305	7,729	7,647	(82)	
G064	Bolsover Community Sports Coach Scheme	37,581	28,186	18,307	(9,879)	
G065	Parks, Playgrounds & Open Spaces	57,329	42,997	35,509	(7,488)	
G066	Sports Development	122,162	91,622	86,333	(5,288)	
G067	Culture & Heritage	43,915	32,936	31,792	(1,144)	
G069	Kissingate Leisure Centre	112,706	112,706	112,988	282	
G070	Outdoor Sports & Recreation Facilities	29,049	21,787	24,307	2,520	
G071	Creswell Leisure Centre	115,955	86,966	93,405	6,439	
G072	Leisure Services Mgmt & Admin	169,902	127,427	126,413	(1,014)	
G107	Home Improvement Agency	7,320	5,490	6,012	522	
G112	Frederick Gents School Community Use	(4,993)	(3,745)	(8,377)	(4,633)	
G125	S106 - Percent for Art	36,650	27,488	25,825	(1,662)	
G126	S106 - Formal & Informal Recreation	0	0	0	0	
G139	Director of Health & Wellbeing	47,220	35,415	36,622	1,207	
G145	Handy Van Service	(800)	(600)	(728)	(128)	
G146	Pleasley Vale Outdoor Activity Centre	66,569	49,927	42,098	(7,829)	
G160	Clowne Leisure Centre	22,903	17,177	10,795	(6,382)	
Total for: Health Wellbeing Directorate		1,765,311	1,354,985	1,329,464	(25,520)	

GENERAL FUND DETAILED BUDGETS

APPENDIX 2

Code	Description	Current Budget 2012/13	Qtr 3 Budget	Qtr 3 Actual	Variance	Comments
Neighbourhood Directorate						
G007	Community Safety - Crime Reduction	52,848	39,636	36,697	(2,939)	
G008	Safer Stronger Communities	0	0	(201)	(201)	
G013	Community Action Network	228,606	171,455	158,197	(13,258)	
G024	Street Cleansing	393,333	295,000	271,939	(23,061)	
G028	Waste Collection	571,116	428,337	451,017	22,680	mainly overtime and casual staff which are both overspent for the year!
G032	Grounds Maintenance	527,534	395,651	404,291	8,640	overtime costs to cover sickness and DCC agency not invoiced
G033	Vehicle Fleet	735,718	551,789	552,141	352	
G045	Welfare Services	0	0	0	0	
G046	Homelessness	89,302	66,977	68,599	1,623	
G048	Town Centre Housing	(19,000)	(14,250)	0	14,250	
G094	Joint Director of Neighbourhood Services	47,530	35,648	35,613	(34)	
G097	Groundwork & Drainage Operations	45,871	34,403	33,930	(473)	
G106	Housing Anti Social Behaviour	66,753	50,065	50,299	235	
G113	Parenting Practitioner	41,859	31,394	32,498	1,104	
G123	Riverside Depot	154,157	115,618	106,855	(8,763)	
G124	Street Servs Mgmt & Admin	98,206	73,655	78,133	4,478	
G128	Neighbourhoods Management & Admin	98,593	73,945	74,222	277	
G135	Domestic Violence Worker	13,391	10,043	3,054	(6,989)	
G142	Community Safety - CCTV	33,370	25,028	25,281	254	
G147	Waste Disposal	2,900	2,175	2,886	711	
G148	Trade Waste	(18,790)	(14,093)	(8,826)	5,266	
G149	Recycling	(3,250)	(2,438)	(10,038)	(7,600)	Q2+3 recycling credits estimated as not yet received
G150	Waste Minimisation	2,000	1,500	510	(990)	
G153	Housing Advice	7,886	5,915	6,415	501	
G166	Green Waste	579,656	434,742	412,207	(22,535)	
Total for: Neighbourhoods Directorate		3,749,589	2,812,192	2,785,717	(26,475)	

GENERAL FUND DETAILED BUDGETS

APPENDIX 2

Code	Description	Current Budget			Variance	Comments
		2012/13	Qtr 3 Budget	Qtr 3 Actual		
Corporate Resources Directorate						
G001	Audit Services	121,010	90,758	90,947	189	
G002	I.C.T.	708,835	541,626	544,015	2,388	
G014	Customer Contact Service	715,123	536,342	516,008	(20,334)	£14k is salary related
G038	Concessionary Fares & TV Licenses	500	375	(8,575)	(8,950)	Renewal in progress
G040	Corporate Management	146,025	109,519	115,896	6,377	
G041	Non Distributed Costs	1,272,330	954,248	955,136	888	
G042	Miscellaneous Expenses	9,000	6,750	3,940	(2,810)	
G043	Joint Director of Corporate Resources	47,340	35,505	36,915	1,410	
G044	Financial Services	325,730	244,298	230,059	(14,239)	
G100	Benefits	130,414	97,811	84,402	(13,409)	
G103	Council Tax / NNDR	240,544	180,408	157,591	(22,817)	
G104	Sundry Debtors	81,136	60,852	55,951	(4,901)	
G111	Shared Procurement Unit	25,506	19,130	11,768	(7,362)	
G155	Customer Services	55,219	41,414	40,484	(930)	
G159	Council Tax Benefit Reform	0	0	(27,592)	(27,592)	Grant not yet spent
G161	Rent Rebates	(43,180)	(32,385)	(17,718)	14,667	Estimated subsidy claims
G162	Rent Allowances	(97,290)	(72,968)	(56,752)	16,215	Estimated subsidy claims
G163	Council Tax Benefits	(67,590)	(50,693)	(36,514)	14,179	Estimated subsidy claims
G164	Council Support Recharges to HRA	(3,331,320)	(2,498,490)	(2,498,122)	368	
G165	The Arc - ICT	19,000	0	0	0	reserve money not spent
Total for: Corporate Resources Directorate		358,332	264,499	197,837	(66,662)	

GENERAL FUND DETAILED BUDGETS

APPENDIX 2

Code	Description	Current Budget 2012/13	Qtr 3 Budget	Qtr 3 Actual	Variance	Comments
Corporate Budgets						
G906	Collection Fund Deficit	78,792	59,094	59,094	0	
G909	Cont. to/from Revenue Reserves	(1,083,912)	(673,565)	(482,850)	190,715	Under use of reserves and revenue grants unapplied
G911	Provision for Repayment of External Loan	403,617	302,713	302,713	0	
G913	Precept Demand from Collection Fund	(6,174,854)	(4,631,141)	(4,631,141)	0	
G914	Revenue Support Grant	(16,775)	(12,581)	(12,581)	0	
G914	New Homes Bonus	(303,243)	(227,432)	(214,101)	13,331	will be £17,748 short due to March receipt not accrued
G914	Council Tax Freeze Grant	(180,052)	(135,039)	(135,039)	0	
G914	Un-Ringfenced Grants	(13,420)	(10,065)	(10,065)	0	
G915	Cont. from NDR Pool	(5,514,561)	(4,135,921)	(4,135,921)	(0)	
G916	Interest Received	(116,016)	(87,012)	(91,421)	(4,409)	
G918	Interest Paid - Bank	73	55	54	(0)	
G919	Interest Paid - PWLB	345,811	259,358	259,358	(0)	
G920	Interest Paid - Parish	1,527	1,145	598	(547)	
G924	Interest Received - Other	186	140	186	47	
G925	Internal Interest Received	8,382	6,287	6,286	(0)	
G927	Interest Received	(55,291)	(41,468)	(41,468)	0	
G928	Local Precepts	2,549,389	1,912,042	1,912,042	0	
G930	Transfer to General Fund Balance	15,187	11,390	11,390	(0)	
Total for: Corporate Budgets		(10,055,160)	(7,402,001)	(7,202,865)	199,137	
TOTALS - GENERAL FUND		0	(0)	(0)	0	

APPENDIX 3

HOUSING REVENUE ACCOUNT: SUMMARY QUARTER 3 - 2012/13

	Current Budget 2012/13 £	Profiled Qtr 3 Budget £	Actuals Qtr 3 £	Variance £
Housing Revenue Account				
EXPENDITURE				
Repairs & Maintenance	4,383,490	3,287,618	3,129,643	(157,975)
Supervision and Management	4,111,720	3,083,790	3,007,519	(76,271)
Special Services	639,310	479,483	463,990	(15,493)
Supporting People	763,980	572,985	558,289	(14,696)
Tenants Participation	89,320	66,990	60,213	(6,777)
Increase in Bad Debts Provision	150,000	112,500	112,500	0
Housing Subsidy Payable	(5,390)	(4,043)	(5,389)	(1,347)
EXPENDITURE TOTAL	10,132,430	7,599,323	7,326,763	(272,559)
INCOME				
Rents	(18,371,000)	(13,778,250)	(13,793,009)	(14,759)
Garage Rents	(330,000)	(247,500)	(284,547)	(37,047)
Charges for Facilities and Services	(587,990)	(440,993)	(505,462)	(64,470)
Contributions towards Expenditure	(292,500)	(219,375)	(225,218)	(5,843)
Other Income	(12,900)	(9,675)	(14,187)	(4,512)
INCOME TOTAL	(19,594,390)	(14,695,793)	(14,822,424)	(126,631)
NET COST OF SERVICES	(9,461,960)	(7,096,470)	(7,495,660)	(399,190)
Appropriations				
Interest Paid	3,410,190	2,557,643	2,558,230	587
Interest Received	(13,530)	(10,148)	(12,148)	(2,000)
Debt Management Expenses	12,000	9,000	9,000	0
Debt Repayment	1,000,000	750,000	750,000	0
Depreciation	2,132,600	1,599,450	1,599,450	0
Transfer to Major Repairs Reserve	1,118,600	838,950	838,950	0
Contribution to New Build Reserve	1,000,000	750,000	750,000	0
Contribution to Insurance Reserve	50,000	37,500	37,500	0
Net Operating (Surplus) / Deficit	(752,100)	(564,075)	(964,678)	(400,603)

Project/Scheme	Revised Approved Programme 2012/13 £	Profiled Budget Quarter 3 £	Actual and Commitments Quarter 3 £	Variance at Quarter 3 £
Housing Revenue Account (HRA)				
Group Dwellings Safety Work	159,892	130,000	131,132	1,132
Repair Inspector (MRA programme)	42,950	32,213	27,366	(4,846)
External Wall Insulation	670,000	502,500	416,070	(86,430)
Window Replacement	12,113	9,085	7,437	(1,647)
Electrical Rewiring Decent Homes	171,885	128,914	80,979	(47,935)
Cavity Wall + Loft Insulation	60,000	45,000	31,724	(13,276)
External Door Replacements	211,167	158,375	136,138	(22,237)
Heating Upgrades	300,892	225,669	179,932	(45,737)
Environmental Works	65,818	49,364	15,798	(33,566)
Kitchen Replacements Decent Homes	200,000	150,000	86,558	(63,442)
Decent Homes - External	250,000	187,500	95,892	(91,608)
Tarran Preliminary costs	18,935	14,201	0	(14,201)
HRA New Build	1,000,808	750,606	647,375	(103,231)
HRA New Build Disturbance Payments	100,000	75,000	72,507	(2,493)
Regeneration Mgmt & Admin	200,000	150,000	150,000	0
1 Rose Ave Clowne - Fire	33,800	33,800	33,765	(35)
Mobile Working	11,624	8,718	3,400	(5,318)
Choice Based Lettings	50,000	50,000	47,344	(2,656)
Total Housing Investment	3,559,884	2,700,944	2,163,418	(537,526)

Housing Revenue Account Financing				
Major Repairs Allowance	3,395,985	2,569,570	2,032,079	(537,491)
Borrowing HRA	0	0	0	0
Insurance Reserve	33,800	33,800	33,765	(35)
Usable Capital Receipts	0	0	0	0
Private Sector Contributions	130,099	97,574	97,574	0
HRA Direct Revenue Financing	0	0	0	0
Total Housing Investment Funding	3,559,884	2,700,944	2,163,418	(537,526)

Major Repairs Reserve

MRA Brought Forward	(806,279)
Contribution from HRA in 2012/13	(3,251,200)
Used for Financing	3,395,985
Used for Financing - Retentions	159,730
Balance Carried Forward	(501,764)

Actual MRA

(806,279)
(2,438,400)
2,032,079
159,730
(1,052,870)

Project/Scheme	Revised Approved Programme 2012/13 £	Profiled Budget Quarter 3 £	Actual and Commitments Quarter 3 £	Variance at Quarter 3 £
General Fund				
Private Sector Spending				
Disabled Facility Grants	495,505	371,629	122,832	(248,797)
Portland Street Group Repair	236,905	177,679	70,007	(107,671)
Group Repair (WT)	108,796	81,597	33,588	(48,009)
Creswell Model Village Grants	15,003	11,252	0	(11,252)
Group Repair New Houghton	114,458	85,844	103,381	17,538
Empty Property Grants	37,796	28,347	0	(28,347)
New Houghton Renewal Area	202,309	151,732	3,054	(148,678)
Pte Sector Project Officer	38,984	29,238	18,019	(11,219)
Station Road Shirebrook	147,858	110,894		(110,894)
Decent Homes Private Sector	36,334	27,251	19,598	(7,653)
Regeneration Mgmt & Admin	19,380	14,535	14,490	(45)
Other Capital Projects				
Van (OC FD55 NMJ)	22,367	16,775	22,097	5,321
Van (GM FP55 VRV)	21,637	16,228	21,367	5,139
Van (CAN AG05 LYW)	0	0	0	0
Van (Health FY53 DEU)	12,000	0	0	0
Van (Health FL05 JFE)	12,000	0	0	0
4 x Warden Cars (FE06 KHU)	7,280	7,280	7,040	(240)
3 Swingos	200,000	200,000	197,265	(2,735)
Property Acquisitions	309,940	0	0	0
AMP - PV Lodges	43,188	32,391	32,828	437
Sherwood Lodge Disposal	533,000	50,000	46,502	(3,498)
Clowne Campus - Acquisition Costs	3,848,000	3,848,000	3,848,000	0
Clowne Campus - Refurbishment	1,461,000	800,000	763,034	(36,966)
ICT infrastructure	83,000	62,250	63,048	798
ICT infrastructure - Project Horizon	445,500	300,000	276,152	(23,848)
Shirebrook Enterprise Centre	2,164,711	1,850,000	1,860,282	10,282
Refuse Vehicle VX55 CVA	140,000	140,000	139,990	(10)
Refuse Vehicle VX55 CVB	140,000	140,000	139,990	(10)
Tractor FJ55 UAL	35,000	0	0	0
8 x Hedgecutters (GM)	4,000	3,000	3,884	884
10 x Strimmers (GM)	5,000	0	0	0
Taxi / Fleet Vehicle Testing	38,680	38,680	38,680	(0)
Fleet Management System	21,320	0	0	0
1 x Luton Van (Leisure)	9,500	9,500	9,500	0
Gym Equipment - Creswell Leisure Centre	48,600	48,600	48,586	(14)
AMP - Riverside Depot	21,932	16,449	2,560	(13,889)
AMP - Sherwood Lodge	82,460	61,845	3,615	(58,230)
AMP - Community House	2,049	1,537	0	(1,537)
AMP - Leisure	22,475	16,856	6,124	(10,732)
Clune Street Recreation Ground	15,004	11,253	2,712	(8,541)
Playbuilder	8,000	8,000	7,995	(5)
Bolsover Improving Play Pitches Initiative	8,693	6,520	0	(6,520)
Clowne Youth Focused Play Area	14,405	10,804	0	(10,804)
Pleasley Vale Outdoor Ed Cte Ph 2	53,485	40,114	12,253	(27,861)
Riverside Depot CCTV	23,350	23,350	23,311	(39)
Shirebrook Masterplan	14,240	14,240	14,240	0
Former South Norm CC Land Purchase	20,000	20,000	20,300	300
Total Other Capital Projects	11,345,144	8,883,667	7,996,323	(887,344)

Project/Scheme	Revised Approved Programme 2012/13 £	Profiled Budget Quarter 3 £	Actual and Commitments Quarter 3 £	Variance at Quarter 3 £
General Fund Capital Financing				
Direct Revenue Financing	21,175	21,175	21,175	0
Disabled Facilities Grant	507,691	100,000	122,832	22,832
Private Sector Contributions	222,347	166,760	166,760	0
GOEM	108,796	81,597	33,588	(48,009)
Borrowing	7,865,582	6,489,939	5,641,664	(848,275)
Leasing	99,884	88,883	99,090	10,207
Reserves	270,500	38,680	38,680	(0)
External Grant	2,249,169	1,896,634	1,872,535	(24,098)
Other Capital Project Funding	11,345,144	8,883,667	7,996,323	(887,344)
Total Capital Expenditure	14,905,028	11,584,611	10,159,741	(1,424,870)
Total Capital Financing	14,905,028	11,584,611	10,159,741	(1,424,870)
Controls	0	0	0	0

Treasury Management

Activity during first nine 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	32,500	18,200	0	53,900
Withdrawals / transfers in the period	(3,200)	(27,600)	(15,500)	0	(46,300)
Investments maturing during the period	(3,200)	0	0	0	(3,200)
Closing Balance	0	4,900	2,700	3,000	10,600

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
- A further payment of £185,122.33 was received on the 9 October 2012.

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

	3rd Quarter
Interest generated	£20,989.06
Average rate of interest	0.53%
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 nine months of 2012/13. The overall Public Works Loans Board debt therefore remains at £107.100m.

Parish Councils are able to invest their available cash balances with the Council. This has to be treated as borrowing by the Council and at the end of December 2012 a sum of £311,336 is borrowed.

Short Term

No short term temporary borrowing has been undertaken in the first nine months.

Interest Charges

The current borrowing strategy shows that the Council will incur external interest of £3.692m during 2012/13 payable to the PWLB. An estimated sum of less than £0.001m (£750) is payable on the Parish Council borrowing.

Interest Income

The Council continues to invest all cash flow balances in accordance with the Treasury Management Strategy. Interest earned on these balances as reported above amounts to £0.021m at the end of December 2012.

Compliance with Treasury Limits

During the first nine 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	107,100,000
Operational Boundary	127,155,000	107,100,000

Committee:	Executive	Agenda Item No.:	8
Date:	4 th March 2013	Status	Open
Subject:	Risk Strategy		
Report by:	Director Corporate Resources		
Other Officers Involved	Business Risk Group		
Director	Director of 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

Risk Management arrangements are a key part of the Council's Governance arrangements which are necessary to secure value for money.

1 Background Information

- 1.1 The Council's Strategic Risk Register has been developed by the Risk Management Group to take into account the issues raised within the Master Risk Register which outlines the service or operational risks faced by the Council. In addition the Group has looked at best practice from other local authorities in order to ensure that our own arrangements continue to be fit for purpose. The Strategic Register which is provided at Appendix 1 reflects these pieces of work.

- 1.2. In addition to the work undertaken at the Business Risk Group the Council now considers the issue of Risk Management at the Quarterly Directorate meeting. This allows senior managers to have a greater level of input into the shaping of the Strategic Risk Register and into the wider issues of Risk Management. It also allows service Registers to be independently reviewed on a more regular basis than was achieved by periodic review at the Business Risk Group.

1.3 In its approach to Risk Management the Council is seeking to secure a number of objectives and to operate in line with recognised best practice. In order to appreciate the importance of Risk Management it is useful to reiterate these objectives:

- To improve the way in which the Council manages its key risks so as to reduce the likelihood of them happening, and to mitigate their impact or magnitude in those cases where they do materialise. This is a key element in protecting service delivery arrangements, the financial position and the reputation of the Council.
- To strengthen the overall managerial approach of the Council. From a Governance perspective the effective operation of Risk Management is regarded as being a key element of the managerial framework operating within an authority.
- Effective Risk Management is a key component in ensuring that organisations are able to achieve their objectives, and that key projects proceed in line with plan.
- The identification of the risks attached to existing service delivery, or to a project or new initiative is important both to allow a fully informed decision to be made, and ensure that all appropriate measures to mitigate (or reduce) the risk are in place from the outset.
- Finally, an appreciation of the risk environment within which the Council operates assists in determining an appropriate level of financial reserves for sound financial management, and ensures that the organisation has a better awareness of its overall risk exposure.

2 The Strategic Risk Register

2.1 The revised Strategic Risk Register as at 31 December 2012 is set out in **Appendix 1** for consideration and approval by Executive. The intention is that this review of the Register will secure the following objectives:

- Identify any newly emerging risks which need to be added to the Register and removing any risks that have been resolved. An on going review of the Strategic Risk Register ensures that a focus is maintained on current risks.
- Revising the Risk Register ensures that existing risks are reviewed, that appropriate mitigation remains in place, and where necessary the assessment is revisited.

- The process also allows appropriate consideration to be given to the success of existing mitigation, and to the issue of whether any further mitigation is required.
 - The Strategic Risk Register as set out in **Appendix 1** is structured so that those risks with the highest risk score are detailed first.
- 2.2 In overall terms a key element which emerges from the Strategic Risk Register is one of an ongoing requirement to maintain our current performance in respect of service delivery, performance and governance to local residents. The current position, however, needs to be maintained at a time when it will be increasingly necessary to manage the Council's finances in a more pro active way in order to ensure that our expenditure remains in line with the level of our resources at a time of declining financial support from central government. This is likely to entail some significant changes in the manner in which our services to local residents are delivered with the level of change required clearly having the potential to disrupt service provision with the associated risks that such disruption entails.
- 2.3. As part of the quarterly performance, finance and risk meetings consideration was given as to whether some key operational risks such as the loss of the operators licence should be placed upon the Strategic Risk Register. While it was not considered appropriate to escalate any individual issues from the Operational to the Strategic Risk Register at this stage it was considered reasonable to outline these type of issues as a generic risk. Given the scale of the financial / efficiency savings that have been and need to be made there is increasing strain on the Council's managerial capacity and the resource level available to invest in our services. This increases the risk of service failure which could arise either from a major issue ie the loss of operators licence for our vehicle fleet or possibly a systematic non catastrophic failure of a service.

IMPLICATIONS

Financial: There are no additional financial implications arising out of this report at this stage. While where appropriate additional mitigation measures have been identified and implemented during the course of preparing the Strategic and Master Risk Registers, the cost of implementing this mitigation will be met from within previously agreed budgets.

Legal: None

Human Resources: None

RECOMMENDATION

That Executive approves the Strategic Risk Register as at 31st December 2012 as set out in Appendix 1 to this report and request that an updated Register as at 31st March 2013 be brought back to a subsequent meeting of Executive for approval.

Reason for decision to be given in accordance with the constitution.

To provide Members with an update on the Strategic Risk Register.

ATTACHMENTS: N

FILE REFERENCE:

SOURCE DOCUMENT: Master Risk Register

APPENDIX 1

TABLE 1

STRATEGIC RISK REGISTER SUMMARY

STRATEGIC RISK REGISTER SUMMARY AS AT: DECEMBER 2012

	Risk	Consequences	Risk Score (Likelihood x Impact)	Risk Score (Likelihood x Impact)Taking into Account Current Controls	Risk Owner / Lead Officer
1	Failure to deliver a balanced budget in line with the MTFP, at a time when the Council's reserves are at relatively low levels.	<ul style="list-style-type: none"> Impact upon ability to deliver current level of services Unable to resource acceptable levels of service. Significant adverse reputational Impact. 	4,4 16	3,4 12	SAMT / Chief Financial Officer
2	Failure to realise the opportunities presented by the Strategic Alliance / Joint Working.	<ul style="list-style-type: none"> Deterioration in service quality / performance. Failure to achieve required MTFP savings. Deterioration in quality of governance and internal control arrangements. 	4,4 16	3,4 12	SAMT / Political Leadership
3	Adverse external economic position / government legislation, etc. has an accelerating impact on	<ul style="list-style-type: none"> Unable to deliver a package of services that meet changing local needs and aspirations. Unable to 	4,4, 16	3,4 12	SAMT / Political Leadership

	Risk	Consequences	Risk Score (Likelihood x Impact)	Risk Score (Likelihood x Impact)Taking into Account Current Controls	Risk Owner / Lead Officer
	Council (poor grant settlement), or upon the local economy (employment losses / benefits reforms).	effectively support local communities. <ul style="list-style-type: none"> Increased demands on Council services at a time when Council resource base is reducing. 			
4	Financial position makes it increasingly difficult to recruit to key posts or to replace key staff who leave	<ul style="list-style-type: none"> Deterioration in services to the public Increasing inefficiencies in service provision Weakening of Internal Control arrangements. 	4,4 16	4,3 12	SAMT / Asst Director HR
5	Emergency Planning and Business Continuity arrangements fail to meet required standards when tested by flu pandemic, natural disaster (flood), etc	<ul style="list-style-type: none"> Inability of Council to provide services as a consequence of a severe catastrophic external event (eg flooding, major terrorist incident, flu pandemic, fire). Failure of IT infrastructure, leading to inability to effectively operate services and to safeguard income streams. Business Continuity Plans prove ineffective in practice. 	3,5 15	2,5 10	SAMT / Director of Health and Well Being

	Risk	Consequences	Risk Score (Likelihood x Impact)	Risk Score (Likelihood x Impact)Taking into Account Current Controls	Risk Owner / Lead Officer
6	A major operational risk materialises resulting in a significant impact upon the Council's ability to secure its corporate objectives. Given the efficiency measures that have been introduced to date this is considered to be an increasing issue for the Council.	<ul style="list-style-type: none"> • Deterioration in services to the public, potentially a major initial impact upon a local resident or a group of local residents. • Significant staff and financial resources required to resolve position, impacting on other services. • A major service has its operating capacity significantly impacted and is required to introduce major reform in its approach to service delivery. 	3,5 15	2/5 10	SAMT / Assistant Directors
7	Lack of strategic direction from Members / Corporate Management , external partners change Strategic direction.	<ul style="list-style-type: none"> • Failure to deliver high quality services which address national and local priorities. • Deterioration in Governance Arrangements. • Refocus of current services necessary with associated disruption. 	4,4 16	3,3 9	Chief Executive / Political Leadership Team
8	Delivery of the Council's Agenda is dependent upon	<ul style="list-style-type: none"> • New initiatives are not delivered in a cost-effective manner. • Failure to 	4,4 16	3,3 9	SAMT / Chief Executive

	Risk	Consequences	Risk Score (Likelihood x Impact)	Risk Score (Likelihood x Impact)Taking into Account Current Controls	Risk Owner / Lead Officer
	effective delivery of both a number of major initiatives inc Regeneration Initiatives, HRA reform, Asset Management securing major financial savings and implementing a range of new government reforms whilst maintaining service quality, which may overstretch our reduced organisational capacity.	<p>maintain / improve services in line with local aspirations</p> <ul style="list-style-type: none"> • Failure to generate the savings required to balance the budget • Financial efficiencies weaken Governance / Internal Control arrangements. • Service deterioration / failure arising from capacity issues. 			
9	Governance Arrangements including Performance, Finance and Risk Management need to be maintained in order to continue to operate effectively in a rapidly changing environment.	<ul style="list-style-type: none"> • Adverse Impact upon Service Quality. • Failure to deliver high quality services which address national and local priorities. • Significant adverse reputational impact. 	3,4 12	3,3 9	Chief Financial Officer / Monitoring Officer

	Risk	Consequences	Risk Score (Likelihood x Impact)	Risk Score (Likelihood x Impact)Taking into Account Current Controls	Risk Owner / Lead Officer
10	Workforce Issues (Staff morale / Sickness Levels) adversely affected as a result of pace of change, tightening financial circumstances or external circumstances.	<ul style="list-style-type: none"> • Deterioration in services to the public and loss of productivity • Loss of key staff increased sickness levels • Increased pressure on other members of staff 	3,4 12	3,3 9	SAMT / Assistant Director HR

Committee:	Executive	Agenda Item No.:	9.
Date:	4 th March 2013	Status	Open
Category	3. Part of the Budget and Policy Framework		
Subject:	Housing Services – Quarterly Update		
Report by:	Head of Housing		
Other Officers Involved	Housing Needs Manager Housing Enforcement Manager Responsive and Planned Repairs Manager Voids and Welfare Manager		
Director	Director of Neighbourhoods		
Relevant Portfolio Holder	Councillor K. Bowman, Portfolio Holder for Housing Management		

RELEVANT CORPORATE AIMS

The activities outlined in this report contribute to achieving a number of Corporate Aims.

TARGETS

The activities outlined in this report contribute towards an effective housing service.

VALUE FOR MONEY

This report is part of the process of ensuring the effective management of the housing service and as such helps ensure that Value for Money is secured.

THE REPORT

This report should be read in conjunction with the enclosed statistical appendix.

1. Rent Arrears – rent recovery remains challenging in the current climate. There is concern that this will become more difficult following the introduction of the bedroom tax and other elements of the Government's welfare reform agenda. The department have been looking at options to address this, including looking at systems used by high performing organisations.
2. Former Tenants Arrears – As previously reported officers have been unhappy with the quality of service we were receiving from the tracing agents since they had a change of personnel. Officers have negotiated

a free trial with an alternative agency and this is due to commence before the end of the financial year.

3. Repairs – the repairs service continues to exceed targets for work in time, customer satisfaction and getting work right first time.

Other issues

- a. Contract Work – the Responsive Repairs Manager has been working with the shared procurement team to develop a minor works contract for small works, this is currently being tendered. In addition a separate contract for out of hours work has been developed and is due for issue shortly.
- b. Supporting People – As previously reported, the department has been successful in being awarded contracts for the static wardens and mobile wardens. The countywide monitoring service is currently on hold for a period of at least 12 months. The department is hopeful that the bid to run this service in the interim will be successful.
- c. Capital Work – as previously agreed by Council the department will be carrying out a full stock condition survey. The tender for the preparatory work has been issued with responses due by 19th February.
- d. STAR survey. The STAR survey is the replacement for the statutory STATUS survey. The contract for this was awarded to BMG who operated the previous STATUS survey. This is a 100% survey and the initial questionnaires have been sent to all tenants.
- e. Central Control – are still located at Sherwood Lodge. The department have been working with property services and ICT to plan the move to the depot. Property services have issued a tender for the structural alterations. Hopefully the work will be completed before the end of the financial year, but this is dependent on the timescales given by British Telecoms for their connections.
- f. Move – The department has successfully relocated to the Depot

ISSUES/OPTIONS FOR CONSIDERATION

The updates on the Housing Service provided in the report.

IMPLICATIONS

Financial: Not directly
Legal: Not directly
Human Resources: Not directly

RECOMMENDATION

That members note the content of this report.

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

To update members on the performance of the Housing Service at the end of the third quarter 2012/13.

ATTACHMENTS:	Y – Statistical Information
FILE REFERENCE:	None
SOURCE DOCUMENT:	Housing Department files

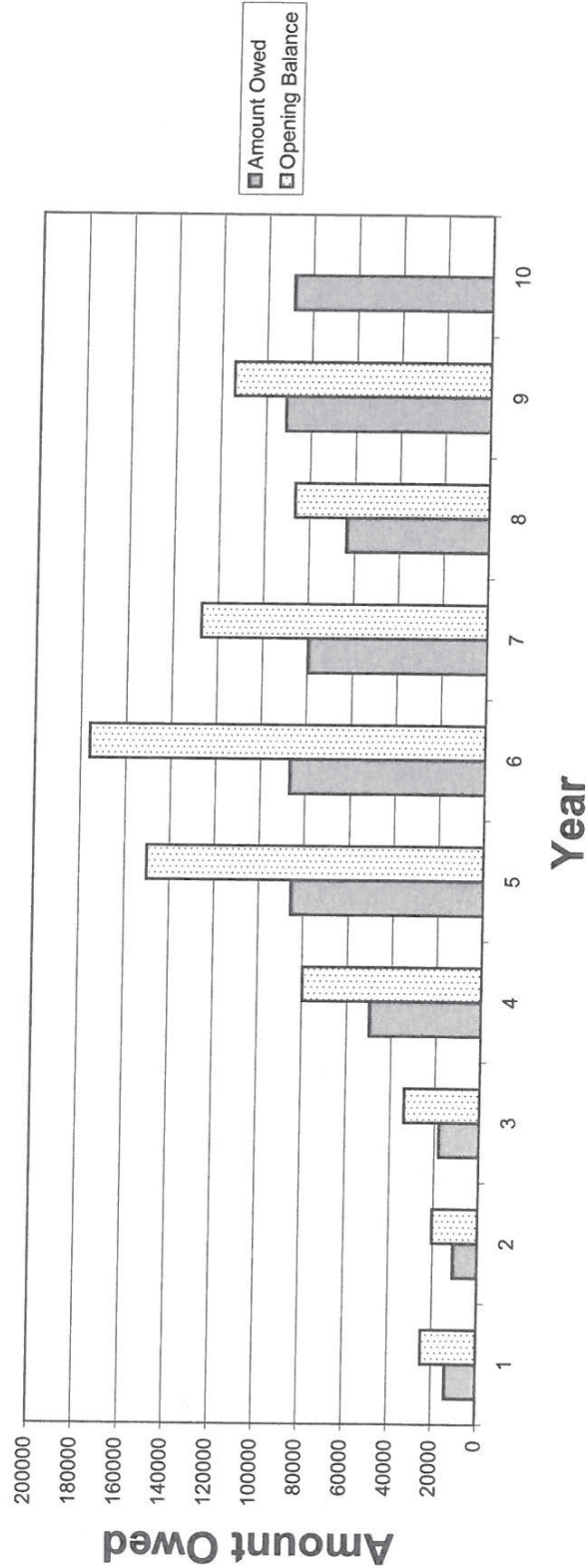
1. FTA Aged Debt Analysis

Year of debt	Up to 2004	Up to 2005	Up to 2006	Up to 2007	Up to 2008	Up to 2009	Up to 2010	Up to 2011	Up to 2012	Up to 2013	TOTAL
Amount Owed	13855	10767	18011	49805	85357	86682	79577	63,538	91062	88118	586772
Number	44	28	39	76	102	117	101	169	290	84	1050
Opening Balance	24780.75	20338.62	33742.05	79699.11	150145.2	175973.4	127348.7	86366	114263		812656.8

All figures to closest £

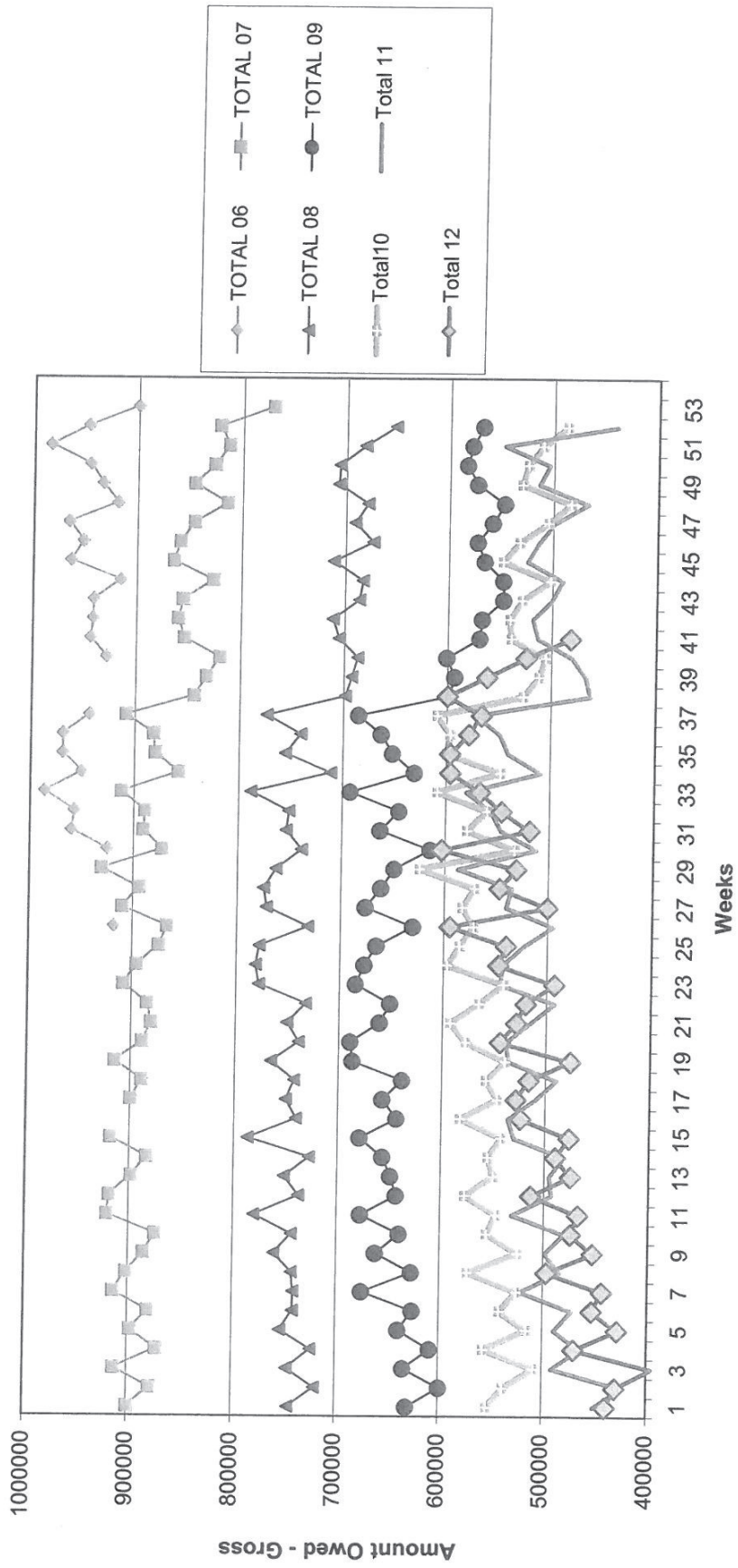
Reduction (exc 2013) 314002.83

FTA By Age



2. Current Rent Arrears

Total Owed Chart Current Rent Arrears Target - £409,000

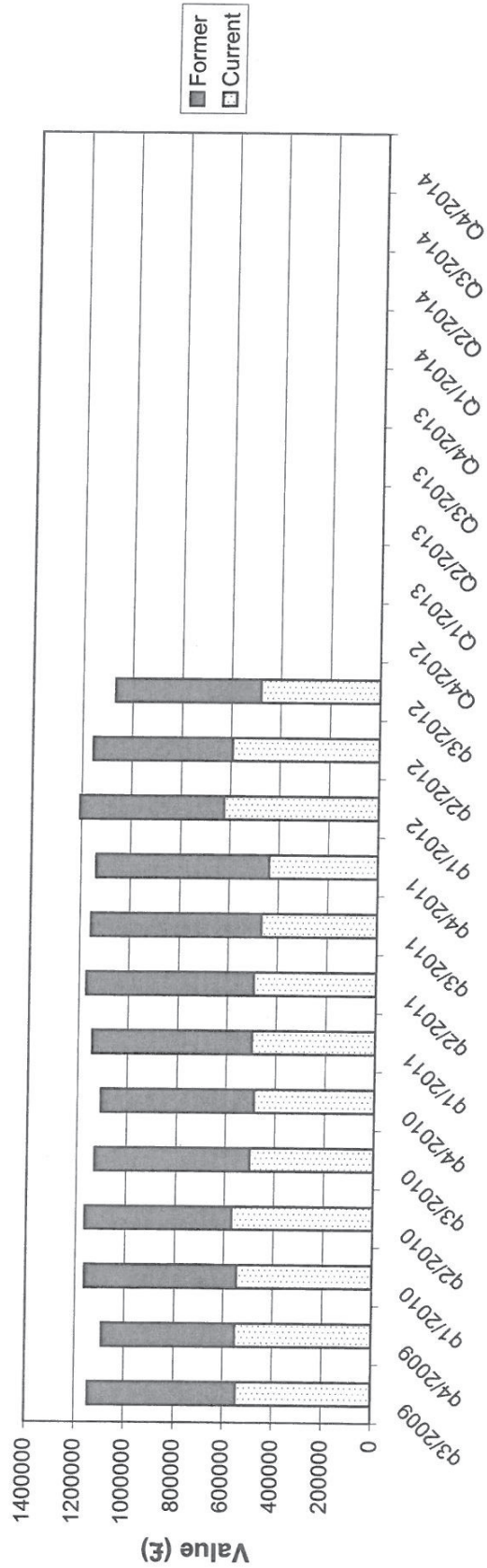


3. Total Rent Owed

	q3/2009	q4/2009	q1/2010	q2/2010	q3/2010	q4/2010	q1/2011	q2/2011	q3/2011	q4/2011	q1/2012
Current	547072	553120	548858	571012	501376	486526	498259	494406	466881	439320	625151.6
Former	596973	535411	612028	592887	625685	617625	644640	676465.42	689315.72	698393.8	579788
TOTAL	1144045	1088531	1160886	1163899	1127061	1104151	1142899	1170871.4	1156196.7	1137714	1204940

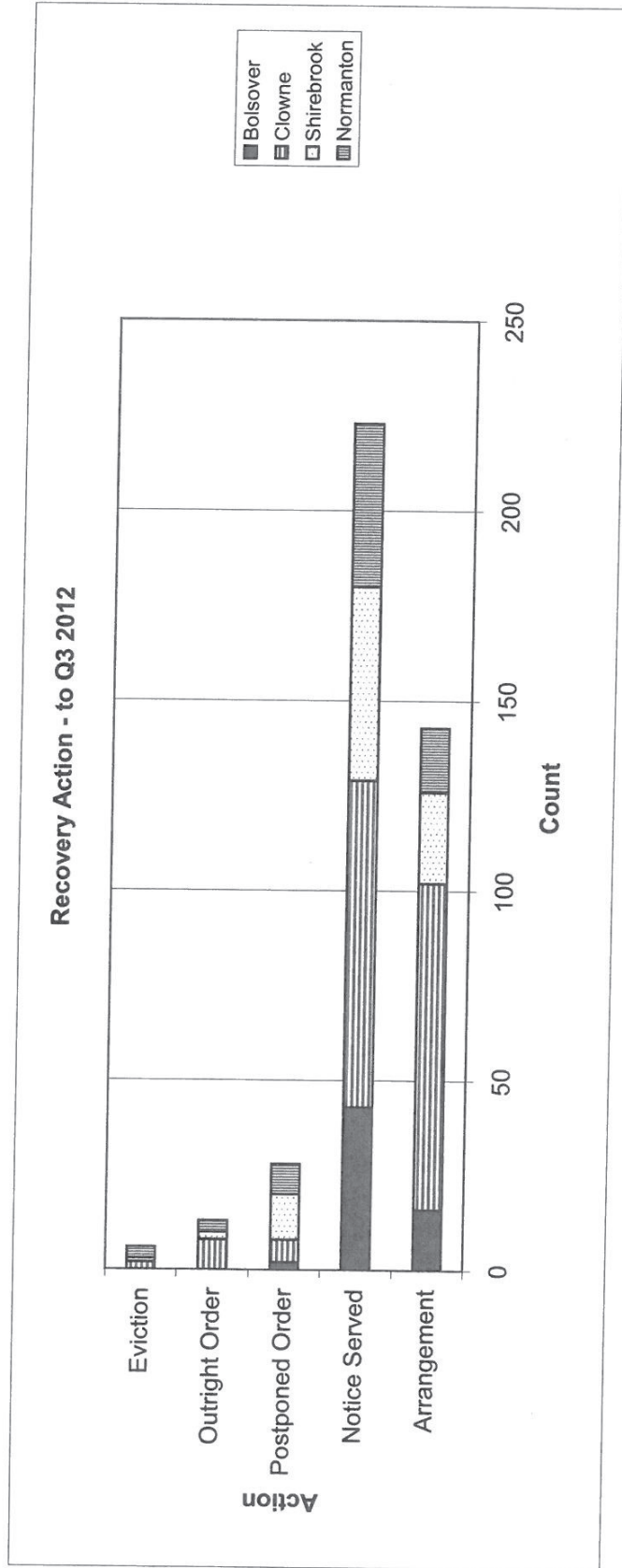
	q2/2012	q3/2012	Q4/2012	Q1/2013	Q2/2013	Q3/2013	Q4/2013	Q1/2014	Q2/2014	Q3/2014	Q4/2014
Continued											
Current	594182	481495									
Former	562065.5	586772									
TOTAL	1156247.5	1068267									

Total Rent Debt



4. Rent Arrears Actions - YTD Dec 2012

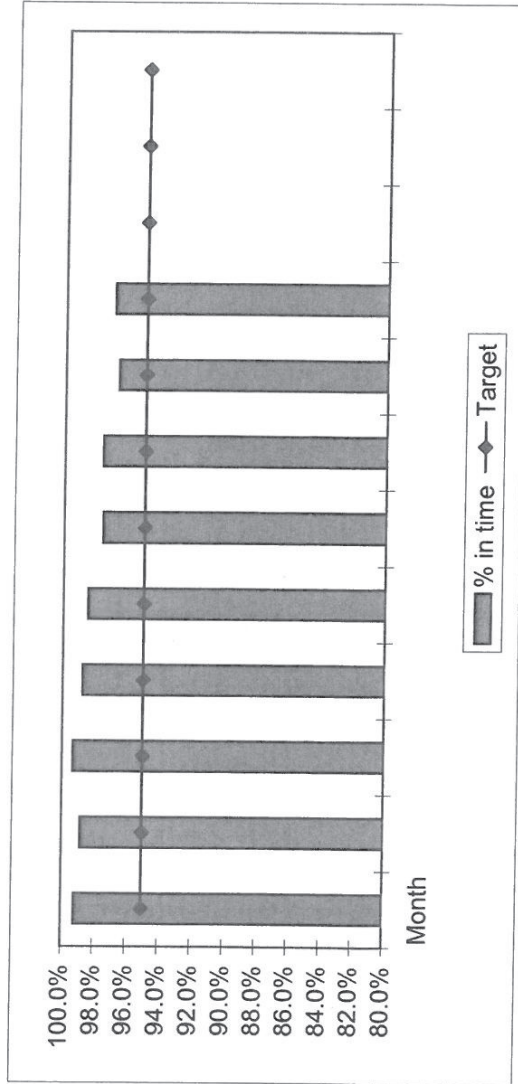
	Bolsover	Clowne	Shirebrook	Normanton	TOTAL
Arrangement	16	86	24	17	143
Notice Served	43	86	51	43	223
Postponed Order	2	6	12	8	28
Outright Order	0	8	2	3	13
Eviction	0	2	1	3	6
TOTAL	61	188	90	74	413



5. All repairs by month - completed in time

	In time	Out of time	TOTAL	% in time
April	1457	12	1469	99.2%
May	1423	17	1440	98.8%
June	1154	8	1162	99.3%
July	1179	15	1194	98.7%
August	1329	21	1350	98.4%
September	1242	31	1273	97.6%
October	1503	37	1540	97.6%
November	1542	53	1595	96.7%
December	1110	35	1145	96.9%
January				
February				
March				

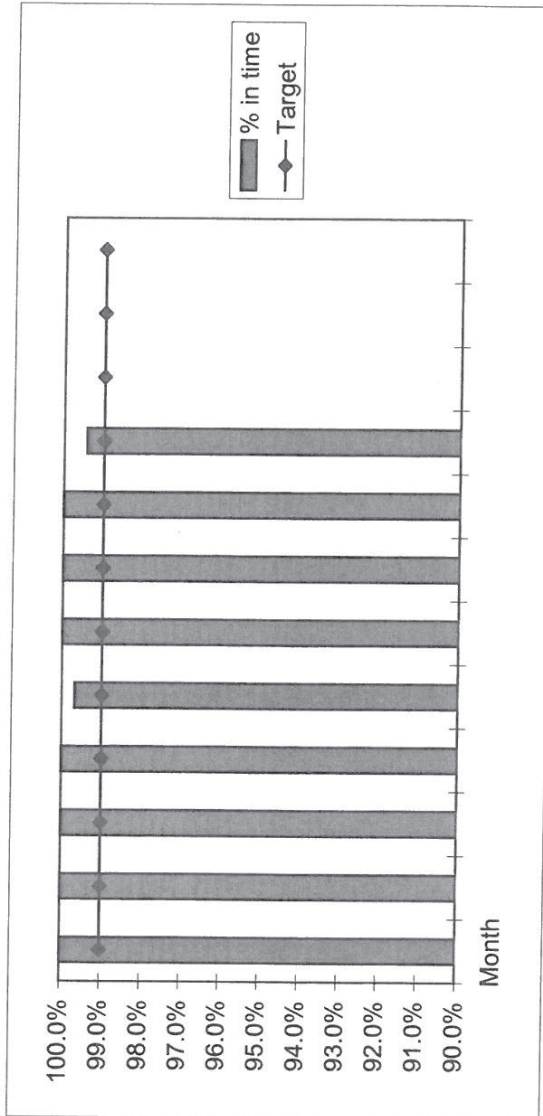
Target
95.0%
95.0%
95.0%
95.0%
95.0%
95.0%
95.0%
95.0%
95.0%
95.0%
95.0%
95.0%
95.0%
95.0%



6. Emergency repairs only - completed in time

	In time	Out of time	TOTAL	% in time
April	372	0	372	100.0%
May	293	0	293	100.0%
June	285	0	285	100.0%
July	287	0	287	100.0%
August	306	1	307	99.7%
September	313	0	313	100.0%
October	366	0	366	100.0%
November	430	0	430	100.0%
December	349	2	351	99.4%
January				
February				
March				

Target
99.0%
99.0%
99.0%
99.0%
99.0%
99.0%
99.0%
99.0%
99.0%
99.0%
99.0%
99.0%
99.0%
99.0%
99.0%

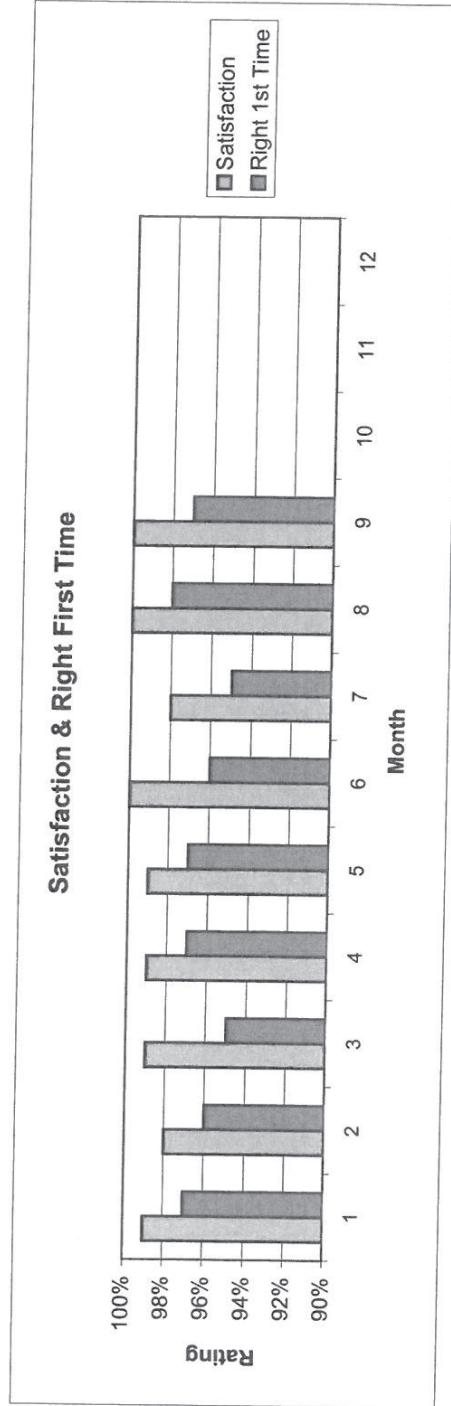


7. Customer Feedback

	Satisfaction	1st Time
April	99%	97%
May	98%	96%
June	99%	95%
July	99%	97%
August	99%	97%
September	100%	96%
October	98%	95%
November	100%	98%
December	100%	97%
January		
February		
March		

Tenant satisfaction - Target 98%

Right first time - Target 95%



Committee:	Executive	Agenda Item No.:	10.
Date:	4 th March 2013	Status	Open
Category	2. Decision within the functions of Executive		
Subject:	Empty Homes - Groundwork		
Report by:	Head of Housing		
Other Officers Involved	Senior Environmental Officer (Residential)		
Director	Director of Neighbourhoods		
Relevant Portfolio Holder	Councillor K. Bowman, Portfolio Holder for Housing Management		

RELEVANT CORPORATE AIMS

REGENERATION – Developing healthy, prosperous and sustainable communities by bring

STRATEGIC ORGANISATIONAL DEVELOPMENT – Continually improving our organisation.

Please specify how the proposals help to deliver the corporate aims.

TARGETS

- 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 mortgage assistance schemes
- Remove 120 category 1 hazards (as defined by the Housing Act 2004) within private sector housing by March 2015.
- Maximise the supply of affordable housing in the District and deliver an average of 20 units per annum by March 2015
- Bring 40 private sector empty properties back into use by March 2015

VALUE FOR MONEY

Please describe how the proposals deliver value for money for the Council and its customers.

There is no overall cost to the Council to this scheme

THE REPORT

SUMMARY

Both Bolsover District and North East Derbyshire District Councils have been approached by Groundwork to provide a Housing Management and Repair Service to a small number (around 8 per authority) of properties that are being brought back into use.

BACKGROUND

Groundwork Creswell Ashfield and Mansfield successfully bid to the Homes and Communities Agency to fund a project designed to bring empty homes back into use as affordable homes, by providing a grant for improvement works. These properties will contribute to meeting housing need in North East Derbyshire and Bolsover.

Groundwork Creswell Ashfield and Mansfield provide supervised training and employment opportunities for previously unemployed people. These previously unemployed people will be involved in bringing the properties back into use.

The gist of the scheme is that Groundwork will work with our Environmental Health Service to identify properties that have been empty, and where the owners have been unable to sell or improve the properties.

Groundwork will improve the properties to a Lettable standard. The extent of the work will be determined by the condition of the individual property, but typically will involve ensuring the property is adequately heated and has modern facilities such as kitchens and bathrooms.

This improvement work will be funded by Groundwork from the grant funding and there will be no charge made to the owner. However, the owner will need to agree to let the property at an Affordable Rent (ie 80% of the market rent) for a period of at least five years following the work.

It is envisaged that Groundwork will lease the properties from the owner (thus meaning Groundwork will be the Landlord), and will then let the properties and an Assured Shorthold Tenancy agreement to local people.

However, as Groundwork have no experience or expertise of Housing Management they have asked the Councils (via Rykneld Homes for NEDDC) to provide a management and repair service in return of a fee.

Details of the service offered to Groundwork and the method of payment will be detailed in a service level agreement that will be developed with the partners and include the Councils' legal services.

DETAILS

The Councils and Groundwork will develop a service level agreement which will detail the exact responsibilities. However, this is likely to include both Housing Management and Repairs.

Housing Management – The Councils will collect rent and deal with housing management issues at these properties. This will include dealing with low level rent arrears up to but not including the service of any Notice. Serious rent arrears and any other legal cases for breach of tenancy will be passed to Groundwork (or their legal representatives) to resolve. The Councils will undertake 6 monthly property inspections.

Repairs – The Councils will provide a minor repairs service (up to £200) and will recover the full cost of these repairs from the rental income. More extensive work can be carried out but the owner will have the option of choosing a contractor of their own. The Council will undertake the annual gas safety inspections with the full cost recovered from the rental income.

Allocations – All properties will be advertised through the CBL systems and people will be able to bid for these properties.

In return the Councils will charge a management fee of 10% - 15% dependent on the level of rent charged. It is estimated that the rents for these properties will be around £100 to £130 per week (depending on location and size of property)

FINANCIAL IMPACT

The average cost of Housing Management for Bolsover owned properties is around £9.70 per week. The estimated income for these managed properties is slightly more which reflects the additional administration and costs of inspections and gas servicing.

As the costs of any repairs would be fully recovered there is no impact of providing the repairs service.

Although it is proposed that this service is provided by the Housing Department for Bolsover and Rykneild Homes for NEDDC, this scheme will need to be accounted for separately as it cannot be funded from within the HRA. It is envisaged that the Service Level agreement (or contract) will ensure that each Council receives payment to cover their full costs of participation.

Under current legislation each Council will benefit from New Homes bonus for each empty property that is brought back into use through this scheme. Assuming all 8 properties (per authority) attracted New Homes Bonus this could be as much as £10,000 per authority per year benefit to the general fund (assuming 8 properties at Band A attracting affordable housing bonus).

ISSUES/OPTIONS FOR CONSIDERATION

The scheme detailed in the report.

IMPLICATIONS

Financial: As covered in report. HRA costs will be covered, potential benefit from New Homes Bonus as previously empty properties are brought back into use.

Legal: Not directly. There will be an SLA for repairs and management only.

Human Resources: Not directly

RECOMMENDATIONS

- 1. That Executive approve this scheme in principle.**
- 2. That delegated authority be given to the Director of Neighbourhoods, in conjunction with the Solicitor to the Council and the Portfolio Holder for Housing Management to agree a Service Level Agreement with Groundwork to allow the Council to carry out management and maintenance of these properties.**

REASON FOR DECISION TO BE GIVEN IN ACCORDANCE WITH THE CONSTITUTION

To allow officers to further develop and implement a project with Groundwork that will bring empty homes into use.

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

Committee:	Executive	Agenda Item No.:	11.
Date:	4 th March 2013	Status	Open
Category	2. Decision within the functions of Executive		
Subject:	Former Tenants Arrears – Write Offs		
Report by:	Head of Housing		
Other Officers Involved	Rent Administrator (Former Tenants) Director of Corporate Resources		
Director	Director of Neighbourhoods		
Relevant Portfolio Holder	Councillor K. Bowman, Portfolio Holder for Housing Management		

RELEVANT CORPORATE AIMS

STRATEGIC ORGANISATIONAL DEVELOPMENT – Continually improving our organisation.

TARGETS

Reduction in Former Tenants Arrears by 25% by 2015 is a Corporate Target.

VALUE FOR MONEY

Rental Income is essential for funding the Housing Service. However, those accounts which are irrecoverable need to be written off to allow officers to concentrate on those which are collectable.

THE REPORT

In 2009 Members adopted a new policy to recover debt from former tenants.

The new policy that was adopted is much more robust than the one that it replaced, especially for those tenants with high levels of arrears. In addition to our own officers undertaking a more proactive role, the Council makes use of tracing agents and a specialist recovery service as part of the debt recovery process.

The process adopted by the Council has established appropriate periods of time before moving to the next step. This is designed to increase the

possibility of recovery and trace, as it allows officers to track a tenant to their new address. (for example a credit application, an application for utilities or an entry on the electoral roll). The new approach has been applied retrospectively to all former tenants' arrears.

This report requests the write off for 7 former tenants.

All of these debts are from deceased tenants where there is no money left in the Estate.

ISSUES/OPTIONS FOR CONSIDERATION

Whether to write off the debts in the enclosed schedule.

IMPLICATIONS

Financial; This report proposes the write off of debt of £11269.70 which will be met from the provision for doubtful debt established within the revenue budget.

Legal: Not directly

Human Resources: Not directly

RECOMMENDATIONS

- 1. That Executive agree to the write off of deceased Former Tenants' Arrears.**
- 2. That, in accordance with agreed policy, these debts may be written back if further evidence becomes available without the need for a further report.**

REASON FOR DECISION TO BE GIVEN IN ACCORDANCE WITH THE CONSTITUTION

To write off debts that are deemed irrecoverable

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

Committee:	Executive	Agenda Item No.:	12.
Date:	4 th March 2013	Status	Open
Category	3. Part of the Budget and Policy Framework		
Subject:	Arrears – Irrecoverable Items over £1000		
Report by:	Billing and Recovery Manager		
Other Officers Involved			
Director	Director of Corporate Resources		
Relevant Portfolio Holder	Councillor E Watts, Leader of the Council		

RELEVANT CORPORATE AIMS

STRATEGIC ORGANISATIONAL DEVELOPMENT – Continually improving our organisation.

To maintain sound Financial Management and continue to seek efficiency savings. As part of sound financial management it is necessary to recognise and deal with money owed where no further effective steps can be taken for recovery. This supports the provision of efficient Council services as it enables a focus to be maintained on those accounts which are collectable.

TARGETS

Does not apply to this report.

VALUE FOR MONEY

Ensuring that the limited resources are concentrated on recovery of debt that is collectable. Under current Council guidance, it has been considered not cost-effective to spend more money on outside agencies to take further action.

THE REPORT

IRRECOVERABLE ITEMS

Executive is requested to approve the write off of the under-mentioned irrecoverable items including costs amounting to £119,982.79 as itemised on the attached schedules.

Bankruptcy/ Liquidation		
No of Accounts	Type of Account	
1	Council Tax	£1,751.00
7	Business Rates	£102,872.73
	Total	£104,623.73

No Trace		
No of Accounts	Type of Account	
7	Council Tax	£11,533.46
1	Business Rates	£2,141.06
1	Sundry Debtors	£1,684.54
	Total	£15,359.06

Where debtors leave the properties without forwarding addresses extensive efforts are made to trace them. In addition to departmental checks, statutory undertakers and other agencies are contacted, enquiries are made of neighbours and family or employers where known. Where it is known that a person has moved to another area contact is made with the relevant local authority to alert them and request reciprocal information.

ISSUES/OPTIONS FOR CONSIDERATION

Writing off the outstanding debts in respect of persons who are bankrupt or companies in liquidation or unable to trace.

IMPLICATIONS

Financial: The costs will be met from a provision for doubtful debts which has been agreed as part of the Council's budget.

Legal: None

Human Resources: None

RECOMMENDATION

That approval is given to write off the irrecoverable items including costs amounting to £119,982.79 with the proviso that should any of the debts become collectable the amounts be re-debited.

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

In order that outstanding debts can be written off.

ATTACHMENTS: **Y**

SOURCE DOCUMENT: Official Receiver/ Internal records.

COUNCIL TAX: AMOUNTS FOR WRITE OFF - BANKRUPTCY

	<u>Account Reference</u>	<u>Lead Liabile Name</u>	<u>Address</u>	<u>Account Balance</u>	<u>Liabile From</u>	<u>Liabile To</u>	<u>Bill Balance</u>
1	901309933	PRICE,MR CHRISTOPHER	9 MANSE AVENUE CRESWELL S80 4EE	£ 1,751.00	01/04/2009	01/04/2010	£ 558.26
					01/04/2010	01/04/2011	£ 792.74
					01/04/2012	01/04/2013	£ 400.00
				<u>£ 1,751.00</u>			

BUSINESS RATES: AMOUNTS FOR WRITE OFF: BANKRUPTCY/ LIQUIDATION

<u>Account Reference</u>	<u>Lead Liable Name</u>	<u>Address</u>	<u>Account Balance</u>	<u>Liable From</u>	<u>Liable To</u>	<u>Bill Balance</u>
1 800108886	MR MARK ANGLESEA	45 MILL STREET CLOWNE	£ 3,421.75	01/04/2012	28/11/2012	£ 3,421.75
2 800130445	TECHNIQUE TRAINING	3B MIDLAND COURT BARLBOROUGH	£ 26,325.49	01/04/2009 01/04/2010 01/04/2011 01/04/2012	01/04/2010 01/04/2011 01/04/2012 16/11/2012	£ 1,278.49 £13,734.49 £ 4,552.48 £ 6,760.03
3 800130543	TECHNIQUE TRAINING	UNIT 1A/1B & 2 MIDLAND WAY BARLBOROUGH	£ 57,973.08	01/04/2010 01/04/2011 01/04/2012	01/04/2011 01/04/2012 16/11/2012	£37,048.99 £ 423.02 £20,501.07
4 800142425	TECHNIQUE TRAINING	UNIT 2A MIDLAND PLACE BARLBOROUGH	£ 12,234.26	01/04/2009 01/04/2010	01/04/2010 01/04/2011	£ 1,355.58 £10,878.68
5 800168923	FIELD POWER SERVICES	UNIT 8 NEW BROOK BUSINESS PARK WEIGHBRIDGE ROAD SHIREBROOK	£ 1,429.14	23/04/2012	30/01/2013	£ 1,429.14
6 800169606	LEWIS & LEWIS LTD	DEVONSHIRE ARMS UPPER LANGWITH	£ 577.49	21/05/2012	01/08/2012	£ 577.49
7 800170382	LEWIS & LEWIS LTD	THE WHITE HART INN MANSFIELD ROAD TIBSHELF	£ 911.52	28/05/2012	02/08/2012	£ 911.52
			<u>£102,872.73</u>			

COUNCIL TAX: AMOUNTS FOR WRITE OFF - NO TRACE

	<u>Account Reference</u>	<u>Lead Liabile Name</u>	<u>Address</u>	<u>Account Balance</u>	<u>Liabile From</u>	<u>Liabile To</u>	<u>Bill Balance</u>
1	901438424	SALMON,MISS DONNA	ORCHARD COTTAGE DEEP LANE, HARDSTOFT S45 8AE	£ 1,266.89	01/04/2011 01/04/2012	01/04/2012 27/04/2012	£1,168.00 £ 98.89
2	901282053	KAY,MR DAVID	66 POOL CLOSE PINXTON NG16 6CC	£ 2,843.41	30/05/2008 01/04/2009 01/04/2010	01/04/2009 01/04/2010 10/03/2011	£ 868.47 £1,059.25 £ 915.69
3	901471120	MELKIS,MR RAIMONDS	94 WHARF ROAD PINXTON NG16 6LG	£ 1,296.52	01/05/2011 01/04/2012	01/04/2012 30/04/2012	£1,152.22 £ 144.30
4	901283086	COUGHLIN,MR COLIN	215 NEW BOLSOVER BOLSOVER S44 6QA	£ 1,733.07	11/09/2006 01/04/2007 01/04/2008	01/04/2007 01/04/2008 24/12/2009	£ 158.09 £ 943.73 £ 631.25
5	90127792X	GRIMESTONE,MR LEE	50 WEST LEA CLOWNE S43 4QL	£ 1,843.95	01/10/2007 01/04/2008 01/04/2009	01/04/2008 01/04/2009 26/07/2009	£ 466.63 £ 988.56 £ 366.76
6	90130351X	WARD,MRS MICHELLE	3 STATION ROAD TIBSHELF DE55 5PQ	£ 1,151.94	02/02/2009 01/04/2009 01/04/2010 01/04/2011	01/04/2009 01/04/2010 01/04/2011 01/10/2011	£ 60.13 £ 390.44 £ 396.17 £ 305.20
7	901275820	SCOTT,MR ANDREW	101 LANGWITH ROAD LANGWITH JUNCTION NG20 9RN	£ 1,397.68	23/08/2010 01/04/2011	01/04/2011 31/01/2012	£ 932.68 £ 465.00
				<u>£11,533.46</u>			

BUSINESS RATES: AMOUNTS FOR WRITE OFF: NO TRACE

<u>Account Reference</u>	<u>Lead Liable Name</u>	<u>Address</u>	<u>Account Balance</u>	<u>Liable From</u>	<u>Liable To</u>	<u>Bill Balance</u>
1 800166314	MR NIGEL G DAKIN	7 EREWASH ROAD BROOKHILL INDUSTRIAL EST PINXTON	£2,141.06	09/06/2011 01/04/2012	01/04/2012 09/07/2012	£1,604.02 £ 537.04
			<u>£2,141.06</u>			

PROPOSED WRITE OFF OF SUNDRY-DEBTORS OVER £1000.00 - NO TRACE

<u>ACCOUNT NO.</u>	<u>INVOICE NO.</u>	<u>INVOICE DATE</u>	<u>AMOUNT</u>	<u>DEBTOR</u>	<u>REASON FOR INVOICE</u>	<u>WRITE OFF AMOUNT</u>	<u>REASON FOR WRITE OFF</u>
35774	30101319	03.07.09	1671.25	A GIBBS	OVER ALLOWED	1,671.25	PROPERTIES VISITED, CASE REFERRED TO COLLECTING AGENTS - RETURNED UNABLE TO COLLECT DEBTOR NOT MET UNABLE TO TRACE DEBTOR ALL AVENUES TRIED.
	30101306	03.07.09	4.43	147 NOTTINGHAM ROAD	HOUSING BENEFIT RE	4.43	
	30104235	28.08.09	8.86	SOMMERCOTES	104 ALFRETON ROAD PINXTON	8.86	
						<u>£1,684.54</u>	

EXECUTIVE

Minutes of a meeting of the Executive of Bolsover District Council held in Chamber Suites 1 & 2, The Arc, High Street, Clowne on Wednesday 6th February 2013 at 1000 hours.

PRESENT:-

Members:-

Councillor E. Watts - Chair

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

Officers:-

W. Lumley (Chief Executive Officer), B. Mason (Director of Corporate Resources), S. Tomlinson (Director of Neighbourhoods), P. Campbell (Head of Housing), A. Turner (Legal and Standards and Deputy Monitoring Officer), P. Brown (Chief Executive's and Partnership Manager) (to minute no. 845), S. Chambers (Communications Officer), R. Leadbeater (Democratic Services Officer).

Also in attendance:

Councillor K. Reid, Chair of the Sustainable Communities Scrutiny Committee (to minute no. 846).

Mr T. Witts, Groundwork Creswell (to minute no. 845).

840. APOLOGY

An apology for absence was received from Councillor A. Syrett.

841. URGENT ITEMS OF BUSINESS

There were no urgent items of business.

EXECUTIVE

842. DECLARATIONS OF INTEREST

Minute No.	Councillor	Level of Interest
844.	A. F. Tomlinson	Significant Other Interest
846.	D. Kelly	Non Significant Other Interest

843. MINUTES – 14TH JANUARY 2013

Minute No. 774. Improvement Scrutiny Committee Review of Choice Based Lettings

The Portfolio Holder for Housing Management requested that Members agree that recommendation 7 of minute number 774 be rescinded.

Recommendation 7 stated that *'the Allocations Policy be amended immediately to reflect the changes relating to 'size criteria' in the Welfare Reform Act 2012 which will come into force in April 2013'*.

The Head of Housing advised that a Housing Needs Survey was to be undertaken, the outcome of which may necessitate further amendments to be made to the Housing Allocations Policy. It was therefore considered that all necessary amendments be carried out as part of a single process once the results of the Housing Needs Survey were available and an assessment made of the impact of any changes on the demand for housing. Members were advised that the Improvement Scrutiny had been consulted and had agreed to the proposals to rescind the decision.

Moved by Councillor K. Bowman, seconded by Councillor A. F. Tomlinson
RESOLVED that (1) recommendation 7 of minute number 774 which stated *'the Allocations Policy be amended immediately to reflect the changes relating to 'size criteria' in the Welfare Reform Act 2012 which will come into force in April 2013'* be rescinded.

Moved by Councillor A.F. Tomlinson, seconded by Councillor K. Bowman
RESOLVED that (2) the replacement recommendation 7 of minute number 774 be *'A report considering options for changing the eligibility rules for the Allocation Scheme should be produced following the completion of the Housing Needs Survey, this should also consider the impact of Welfare Reform'*.

EXECUTIVE

Moved by Councillor E. Watts, seconded by Councillor A. F. Tomlinson
RESOLVED that (3) the minutes of a meeting of the Executive held on 14th January 2013 be approved as a true record subject to the replacement of recommendation 7 of minute number 774.

(Head of Housing)

Councillor Murray-Carr drew Members' attention to a summary of a government document published in the last edition of First magazine. This document had outlined expectations that Local Authorities would be required to significantly improve upon the amounts written off as irrecoverable arrears. Councillor Watts agreed to circulate this to Members.

Councillor A.F. Tomlinson reaffirmed a Significant Other Interest in the following agenda item and in accordance with legal advice received, would remain in the meeting for the duration of the presentation and leave prior to the debate and decision taking place.

844. GROUNDWORK CRESWELL, ASHFIELD & MANSFIELD CORE FUNDING, REPORT ON ACTIVITIES DURING 2011/12.

Councillor Tomlinson, Portfolio Holder for Regeneration, introduced the report and advised Members that this had been another successful year with Groundwork Creswell continuing to expand and develop their provision across a wider geographical area. A significantly increased number of participants had also been engaged in various programmes which was to be commended as Groundwork Creswell had suffered significant financial cuts like many organisations.

Trevor Witts, Groundwork Creswell, provided Members with a detailed presentation on the activities carried out during 2012/13. These included the

- Future Jobs Fund - this employed 45 people from the Bolsover area out of a total workforce of 90,
- Youth Contract - this project had high numbers of output, the fund had been successful in securing a project to cover the East Midlands area and was looking to increase numbers from 20 to 164. This was largely dependent on the Connexions service agreeing to release information from the database so that Groundwork could contact the youths who may benefit from the programme.
- NEET – out of the 20 people engaged in the programme, 18 had gone on to successfully secure employment or further education.

EXECUTIVE

- Youth Re-engagement – this had been a very successful programme targeted at young people at the edge of exclusion from school.
- Apprenticeships – the apprenticeships funded by Bolsover District Council for 12 months had been extended to 18 months by Groundwork Creswell.

Members were advised on the progress on a number of major programmes and developments including:

- Markham Vale – Groundwork Creswell had won the tender to carry out landscaping around junction 29a.
- Various projects across the area including skate parks and recreation grounds
- Construction – 10 empty properties in Bolsover would be brought back into use

Members' attention was drawn to the statistical information and service level agreement included in the agenda. Mr Witts advised that every £1 of funding generated £10 work of activity. The success of the programmes provided by Groundwork Creswell had allowed the services to be extended to practically the whole of Derbyshire and links had been established with other Groundwork organisations to share expertise and knowledge.

Councillor Tomlinson left the meeting.

Members asked questions with regard to provision for adults. Mr Witts advised that 18+ programmes presented significant cash flow problems and was difficult to sustain. Efforts were being concentrated on the 16 to 18 age bracket and the Council's assistance was requested to encourage the Connexions service to provide their database of contact details.

The Chair thanked Mr Witts for the presentation and congratulated the service on the successes achieved. Members were pleased to agree the release of the payment to Groundwork Creswell.

Moved by Councillor E. Watts, seconded by Councillor K. Bowman
RESOLVED that the payment for 2012/13 totalling £13,900 be released to
Groundwork Creswell Ashfield & Mansfield.

REASON FOR DECISION: **To release the payment to Groundwork
Creswell, Ashfield & Mansfield in
accordance with the service level
agreement.**

(Chief Executive's and Partnership Manager)

EXECUTIVE

The Chief Executive's and Partnership Manager and Mr T. Witts left the meeting.

Councillor A. F. Tomlinson rejoined the meeting.

845. SUSTAINABLE COMMUNITIES SCRUTINY COMMITTEE REVIEW OF DEMAND FOR HOUSING.

Councillor K. Reid, Chair of the Sustainable Communities Scrutiny Committee, presented the report to seek Executive approval of revised recommendations in respect of the Scrutiny Review of Housing Demand in Bolsover District. The report had previously been presented to the Executive in May 2012 and the Scrutiny Committee had been requested to reconsider and revise several of the recommendations put forward.

The Members of the Sustainable Communities Scrutiny Committee had considered the comments and issues raised by the Executive and had carried out further discussions and consultation with relevant officers.

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.

Members were advised that the Housing Strategy that would be produced for Bolsover District would address and action this recommendation.

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

This action would also be addressed by the production of the Housing Strategy.

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

Discussions with relevant officers had concluded that the current Housing application form was not fit for purpose and it was therefore considered that the form should be reviewed.

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

Executive commented that the effects of Welfare Reform had not been considered in that they were not part of the Sustainable Communities Scrutiny

EXECUTIVE

Committee remit and would be focussed upon in further detail by the Improvement Scrutiny Committee.

The Chair thanked Councillor Reid and the Sustainable Communities Scrutiny Committee for a comprehensive and informative report.

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

RESOLVED that (1) a new strategy and vision for local housing that redefines the Authority's role as a Housing provider be produced which sets out a future for Bolsover as a major partner in the commercial house building, social and private rented sector.

(2) Consider re-orientating the Housing Needs and Housing Options Teams.

(3) Consider altering the Housing application form so more relevant data about tenants can be gathered.

(4) a plan to drive improvement in the prioritisation and turnover of Void Council properties be produced.

(Head of Housing)

REASON FOR DECISION: **To consider the recommendations of the Sustainable Communities Scrutiny Committee on the demand for housing in Bolsover.**

Councillor Reid left the meeting.

Councillor Kelly reaffirmed a Non Significant Other Interest in the following item.

846. SUCCESSION FOR COUNCIL TENANTS

The Portfolio Holder for Housing Management presented the report to seek Members' approval of succession rules for Council tenants that gave the same rights to new and existing tenants.

The existing policy had been provided for Members' information.

The Head of Housing answered Members' questions in respect of succession rights.

EXECUTIVE

Moved by Councillor K. Bowman, seconded by Councillor D. Kelly
RESOLVED that that Council use the freedom of the Localism Act 2011 to adopt a set of rules for succession that gives new tenants the same rights as existing tenants.

(Head of Housing)

REASON FOR DECISION: **To have a policy on tenancy succession that offers the same rights to new and existing tenants.**

847. MEDIUM TERM FINANCIAL PLAN 2013/14 TO 2015/16.

The Director of Corporate Resources presented the report to update Members on the Council's Medium Term Financial Plan.

The report had been previously considered by Audit Committee and would be presented to Budget Scrutiny on Friday 8th February 2013.

Members were advised that the Council may receive a further £60,000 in Efficiency Support Grant. Efficiency Grant would be awarded to Councils who had achieved their savings targets and introduced appropriate efficiency strategies. The bid would be submitted by 22nd March and initial indications were positive.

Members asked questions in relation to Derbyshire Highways to which the Director of Neighbourhoods responded. It was also confirmed that income from MOTs provided by the Council's garage would be included in the Streetscene efficiency savings. The Director of Neighbourhoods advised that the Communications Officer would be contacted in respect of publicising that the MOT service was available to the general public which would generate further income.

Moved by Councillor E. Watts, seconded by Councillor A. F. Tomlinson
RESOLVED that all recommendations below be referred to the Budget Scrutiny Committee meeting on the 8th February 2013 for advice and consideration prior to the budget being considered by Council.

RECOMMENDED that (1) the view of the Chief Financial Officer that the estimates included in the Medium Term Financial Plan 2013/14 to 2015/16 are robust and that the level of financial reserves whilst at minimum levels are adequate, be accepted.

EXECUTIVE

(2) officers be required to report back to Executive and to the Audit Committee on at least a quarterly basis regarding the overall position in respect of the Council's budgets, these reports to include updates on progress in achieving the range of identified efficiencies necessary to achieve a balanced budget by the end of the 2013/14 financial year.

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

GENERAL FUND

- a1) No Council Tax increase is levied for the financial year 2013/14 and the Council accept the proposed Government grant compensation arrangements and this recommendation is submitted for approval by the Council at its meeting on 1st March 2013.
- or
- a2) An increase in Council Tax of 1.99% is levied for the financial year 2013/14 and this recommendation is submitted for approval by the Council at its meeting on 1st March 2013.
- b) The Executive recommends to Council (at its meeting on 13 February 2013) the Medium Term Financial Plan in respect of the General Fund as set out in **Appendix 1** of this report and agrees the Revised Budget 2012/13 with a budget requirement of £9,624,910 together with the original budget for 2013/14 with a budget requirement of £10,402,084 as detailed in **Appendix 1 Table 1**.
- c) Officers continue to progress the implementation of measures designed to secure a balanced budget in respect of 2013/14 and 2014/15 with progress to be reported back to both Executive and Audit Committee on a quarterly basis.
- d) That Executive agreed to recommend the proposed Fees and Charges as set out in Appendix 1 Table 3 to Council for adoption with effect from 1st April 2013.
- e) The Executive agrees to recommend an increase in the level of General Fund balances as at 31st March 2013 to one of £1.5m by utilising any under spend in respect of 2012/13 or by transferring either uncommitted earmarked reserves, or Transition Grant into the General Fund at the year end.
- f) That officers continue with the programme of work to secure the agreed savings programme of £0.615m at the earliest opportunity.

EXECUTIVE

- g) That officers work to ensure that the savings of £0.269m as identified within this report in respect of 2013/14 are secured at the earliest opportunity and that a savings strategy to achieve the further savings required for 2014/15 of £0.724m is presented to Executive for consideration by July 2013, with that savings strategy to incorporate an evaluation of the opportunities for securing further savings of at least £0.5m from the Strategic Alliance or other joint services (£0.250m per Strategic Alliance Partner).
- h) That delegated power be granted to Executive to approve that the budget be amended to reflect the identification and agreement of financial savings during the course of the year.

HOUSING REVENUE ACCOUNT

- a) That Council agrees to introduce the Government recommended rent increases with effect from 1 April 2013. The recommended increase will bring about an average increase in rents of 5.8%. However, the actual percentages will vary depending on the type of property.
- b) That the increases in respect of other charges as outlined in Appendix 2 Table 2 be implemented with effect from 1 April 2013.
- c) That the Housing Revenue Account as set out in **Appendix 2 Table 1** be approved as the Revised Budget in respect of 2012/13 and as the Original Budget in respect of 2013/14.
- d) That Executive recommends to Council that the HRA target level of balances is set at a level of £2m as at 31 March 2014.

CAPITAL PROGRAMME

- (a) That the Capital Programme for 2012/13 to 2015/16 as set out in **Appendix 3 Table 1** be approved.
- (b) That Executive notes the requirement to undertake up to £7.865m of prudential borrowing at the end of the 2012/13 financial year in order to fund expenditure incurred during 2012/13 which will be funded by capital receipts which it is currently anticipated will be received in the early part of 2013/14. Once received these capital receipts will be utilised to repay the prudential borrowing that has been undertaken at the year end.

EXECUTIVE

- (c) That the General Fund Capital Programme is operated at minimal levels until the outstanding capital receipts are secured.

(Director of Corporate Resources)

REASON FOR DECISION: **To approve the Council's Medium Term Financial Plan for consideration by Budget Scrutiny Committee and Council.**

The meeting concluded at 1110 hours.

Sherwood Lodge
Bolsover
Derbyshire
S44 6NF

EXECUTIVE

4th March 2013

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 TENDERS

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).

TENDER EVALUATION OUTCOME – LEGIONELLA MONITORING SERVICES

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).

**TENDER EVALUATION OUTCOME –
WOBBURN HOUSE EXTERNAL WALL INSULATION**

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).

**TENDER EVALUATION OUTCOME –
PLEASLEY VALE MILLS CLEANING CONTRACT**

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).

ARREARS IRRECOVERABLE ITEMS OVER £1,000

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).

CAR PARK AT ELMTON ROAD CRESWELL

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
22nd February 2013