



The Arc
High Street
Clowne
Derbyshire
S43 4JY

Date: 7 March 2014

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 17 March 2014 at 1000 hours.

Register of Members' Interests - 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 to 4.

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 242505**
Minicom: 01246 242450

Governance Team
Fax: 01246 242423



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

CUSTOMER
SERVICE
EXCELLENCE



EXECUTIVE AGENDA

Monday 17 March 2014 at 1000 hours
Council Chamber Suites 1 & 2, The Arc, Clowne

Item No.		Page No.(s)
	PART 1 – OPEN ITEMS	
1	Apologies for absence	
2	Urgent Items of Business To note any urgent items of business which the Chairman has consented to being considered under the provisions of Section 100(B) 4(b) of the Local Government Act 1972.	
3	Declarations of Interest Members should declare the existence and nature of any Disclosable Pecuniary Interest and Non Statutory Interest as defined by the Members' Code of Conduct in respect of: a) any business on the agenda b) any urgent additional items to be considered c) any matters arising out of those items and if appropriate, withdraw from the meeting at the relevant time.	
4	Minutes To approve the minutes of a meeting of the Executive held on 3 February 2014	Previously circulated
5	Recommended Items From Other Standing Committees None	
6	Scrutiny Review Report – Barriers to Accessing Private Rented Housing <i>Recommendations on page 7</i>	5-23
7	Scrutiny Review Report – High Street and Town Centre Regeneration – Bolsover Town Centre <i>Recommendations on page 25</i>	24-48

8	Compliments, Comments and Complaints <i>Recommendation on page 51</i>	49-73
9	Corporate Plan Targets Quarter 3 (April 2013 - December 2013) <i>Recommendation on page 79</i>	74-79
10	Consultation Policy <i>Recommendation on page 82</i>	80-99
11*	Ambition SCR <i>Recommendations on page 103</i>	100-108
12	South Shirebrook Development Brief <i>Recommendations on page 112</i>	109-112
13	Asbestos survey contract with Interserve <i>Recommendation on page 115</i>	113-115
14*	Delivering Differently <i>Recommendations on page 122</i>	116-122
15	Arrears – Irrecoverable Items over £1,000 <i>Recommendation on page 124</i>	123-131
16	PART 2 – EXEMPT ITEMS <i>The Local Government (Access to Information) Act 1985, Local Government Act 1972, Part 1, Schedule 12a.</i> <u>Paragraph 1 and 3</u>	
17	Arrears – Irrecoverable Items over £1,000 <i>Recommendation on page 133</i>	132-140
18*	<u>Paragraph 3 and 4</u> Organic Waste Collection (Green Bin) Arkwright Agreement <i>Recommendations on page 146</i>	141-146

Paragraph 3

19	Leisure Facilities Priority Areas for Consideration <i>Recommendation on page 170</i>	147-170
20	Tender for Framework Agreement for Electrical Works for the Housing Stock <i>Recommendation on page 173</i>	171-173
21	Tender for Framework agreement for Minor Building and Maintenance Works to all Council Owned Properties within the District <i>Recommendation on page 176</i>	174-176
22	Bolsover Town ERDF Public Realm and Infrastructure Project - Events Tender <i>Recommendation on page 179</i>	177-180
23	Historic Debt at Pleasley Vale <i>Recommendation on page 184</i>	181-184

* Denotes Key Decision

Council/ Committee:	Executive	Agenda Item No.:	6
Date:	17 March 2014	Category	2
Subject:	Scrutiny Review Report – Barriers to Accessing Private Rented Housing	Status	Open
Report by:	Councillor Mary Dooley, Chair of the Safe and Inclusive Scrutiny Committee		
Other Officers involved:	Scrutiny Officer		
Director	Executive Directors – Growth, Transformation and Operations		
Relevant Portfolio Holders	Social Inclusion, Regeneration & Housing		

RELEVANT CORPORATE AIMS

COMMUNITY SAFETY – Ensuring that communities are safe and secure
SOCIAL INCLUSION – Promoting fairness, equality and lifelong learning.

VALUE FOR MONEY

It is anticipated that the recommendations set out in this report will assist the Authority in ensuring that it is providing the most effective service to meet the needs of all our communities across the District.

THE REPORT

The Safe and Inclusive Scrutiny Committee has completed its review on the Barriers to Accessing Private Sector Housing.

The aims and objectives of the review were:

- To understand the barriers faced when trying to access private rented accommodation
- To identify ways to overcome these barriers
- To consider the cost to the authority of providing temporary homeless accommodation and the role of the private rented sector in meeting the housing needs of homeless households
- To identify what information is available to people and where this information can be obtained.

When making its recommendations, the Committee was mindful of the current demand for council houses and the support available from the authority, partners and agencies to those trying to access the private rented sector; and the ways in which the authority can assist or support landlords in providing accommodation to local people.

A review of the Barriers to Accessing Private Sector Housing was suggested at the 2013 Annual Scrutiny Conference.

ISSUES FOR CONSIDERATION

The Safe and Inclusive Scrutiny Committee has made six recommendations based on evidence gathered during the review. The comments of the relevant Portfolio Holders; Executive Directors – Growth, Transformation and Operations; the Housing Needs Manager; the Environmental Health Manager (Housing and Pollution) and the Housing Strategy and Enabling Manager were sought prior to the final report being approved by the Scrutiny Management Board.

IMPLICATIONS

Financial: None identified
Legal: None identified
Human Resources: None identified

RECOMMENDATION(S)

1. That the Executive consider the Safe and Inclusive Scrutiny Committee recommendations set out in the report of the Barriers to Accessing Private Rented Housing Scrutiny Review.
2. That the Executive provide a response on the review recommendations within 6 weeks in accordance with the Scrutiny Procedure Rules in order that an action plan can be drawn up to monitor implementation.

ATTACHMENT: Y
FILE REFERENCE:
SOURCE DOCUMENT: *Barriers to Accessing Private Rented Housing Review Report*

BOLSOVER DISTRICT COUNCIL

SAFE & INCLUSIVE SCRUTINY COMMITTEE

Scrutiny Review of Barriers to Accessing Private Housing

December 2013

Contents

Chair's Foreword

1. Introduction
2. Recommendations
3. Scope of review
4. Method of review
5. Evidence
6. Key findings
7. Conclusions

Appendix 1 – Stakeholders engaged during the review
Bibliography

**Foreword of Councillor Mary Dooley
Chair of the Safe & Inclusive Scrutiny Committee**

The Safe & Inclusive Scrutiny Committee has carried out its Review of the Barriers to Accessing Private Rented Sector Housing. This Review has been very enlightening to say the least. As an authority, we must all be aware of the difficulties facing the majority of tenants wishing to access private accommodation and the obstacles they have to overcome. These would be tenants are often at their most difficult time in their lives. The private sector should be made accountable to its tenants.

At the Tenants Participation Group we attended, they firmly believe that Bolsover District Council was by far the best landlord and we, as Members, should be proud of that.

The Safe & Inclusive Committee feel that all of our residents deserve a better deal and hopefully our recommendations will help to achieve that.

I would like to take this opportunity to thank all Members of the Safe and Inclusive Scrutiny Committee for their hard work and attendance throughout the Review; the Portfolio Holder for Social Inclusion; and all the officers involved for their input and guidance – the Housing Needs Manager, Housing Strategy and Enabling Manager; Environmental Health Manager (Housing and Pollution). Finally, my thanks go to our Scrutiny Officer, to Democratic Services and to the Temporary Scrutiny Officer for collating the information for this report.

Councillor Mary Dooley
Chair of the Safe & Inclusive Scrutiny Committee

1. Introduction

At its meeting on 11 June 2013, the Safe and Inclusive Scrutiny Committee agreed to undertake a review focusing on the restrictions for local people wishing to access private rented accommodation and identifying solutions to these restrictions whilst taking into account the existing support available.

The review topic was identified as a priority by elected Members at the Scrutiny Conference. It was considered timely to examine this area to review current practices and identify any areas for improvement, particularly given the demand for council housing in Bolsover District and the shortage of council properties.

The private rented sector is an important part of housing provision in Bolsover District and while it is not often a long-term choice for tenants it can be an important transitional tenure as households progress towards owner-occupancy or into social rented housing. The Council's recent Draft Strategic Housing Market Assessment report has highlighted that while the district's private rented sector remains relatively modest in size, it is a key growth area in the local housing market with an increase of just over 5% in the sector in the last decade. The current size of the private rented sector in Bolsover District can be estimated from Census 2011 data which identified 4,276 'private / other rented' households (13% of all households) compared to 5,965 households (18.2%) which rent from the Council or a housing association.

The private rented sector can be divided between those resident in the tenure who are claiming Local Housing Allowance and others who do not rely on Housing Benefit. Local Housing Allowance is a flat allowance used to decide the eligible rent of all Housing Benefit claimants with similar sized households living in a broad rental market area, rather than tying the level of benefit to an individual property. Local authorities use these rates to work out the amount of rent which can be met with Housing Benefit but there is frequently a shortfall which has to be met by the tenant.

Of the 2,147 households claiming Local Housing Allowance in Bolsover District in summer 2013, 27% were single people of working age and just under 23% were lone parents. Private renters not claiming Local Housing Allowance were mainly couples with no children (25.9%) with single people of working age again forming a significant proportion (24.2%). Local Housing Allowance claimants were also less likely to move than non-claimants, with just over 40% moving home within the last two years.

The areas for Scrutiny emerging from the Committee's review of literature can be summarised in the four key issues identified by the House of Commons' Communities & Local Government Committee in its 'First Report: The Private Rented Sector':

- Poor standards of property and management in some parts of the sector;
- Lack of regulation of letting agents and the extent of sharp practice by some agents, in particular the fees they charge to tenants and landlords;
- An increase in the number of families living in the sector and the need for greater security of tenure; and
- Lack of awareness amongst both tenants and landlords about their respective rights and responsibilities and about the law covering the private rented sector.

In March 2013, an adjudication by the Advertising Standards Authority required letting agents to make clear when non-optional fees and charges that could not be calculated in advance, were excluded from quoted prices, and to provide enough information to allow the consumer to establish easily how further charges would be calculated. This adjudication, together with a better understanding of the local private rented sector gained from our Review, refocused our efforts on the Council's work with landlords.

It is hoped that the recommendations set out in this report will support the Council in ensuring that it is providing the most effective service to meet the needs of all our communities across the district.

2. Recommendations

Having considered the issues and reached their conclusions, the Safe and Inclusive Scrutiny Committee makes the following recommendations:

- 2.1. The Council to continue using Decent And Safe Homes (DASH) to carry out inspections of Private Rental Sector properties.
- 2.2. The Council to investigate the possibility of advertising Decent And Safe Homes Accredited properties on the Councils website. Care would need to be taken to ensure the Council was not seen to be endorsing landlords.
- 2.3. The Council's website should be updated to include signposting information including Advertising Standards Authority information and the Citizens Advice Bureau's guide to the Private Rental Sector. In addition, the website should provide advice and information about the importance of formal tenancy agreements in securing tenants' rights.
- 2.4. Make the website more accessible to the public, including information on the Bond Guarantee Scheme.
- 2.5. Arrange for Chesterfield Law Centre to deliver training to Members.

- 2.6. Look at advertising the services provided by Chesterfield Law Centre on the TVs within Contact Centres.

3. Scope of Review

The Review focused on the restrictions for local people wishing to access private rented accommodation and potential solutions to these restrictions whilst taking into account the existing support offered by the Council and other agencies.

The aim of the Review was:

- To understand the barriers faced when trying to access private rented accommodation
- To identify ways to overcome these barriers
- To consider the cost to the authority of providing temporary homeless accommodation and the role of the private rented sector in meeting the housing needs of homeless households
- To identify what information is available to people and where this information can be obtained.

Members carried out the review with key issues in mind. These included the support available from the authority, partners and agencies to those trying to access the private rented sector; and the ways in which the authority can assist or support landlords in providing accommodation to local people.

The Committee comprised the following Members:

Cllr Mary Dooley (Chair)

Cllr Terry Connerton (Vice Chair)

Cllr Brian Hendry

Cllr Terry Cook

Cllr Eric Hall

Cllr Sandra Peake

Cllr Tom Rodda

Cllr Ken Walker

Cllr John Phelan

Cllr Vivienne Mills

Support to the Committee was provided by the Scrutiny Officer and the Democratic Services Officer.

4. Method of review

The Committee met on 4 occasions to consider the scope of the review, key issues they wanted to discuss and the people they wished to interview.

The Committee undertook a review of relevant literature to identify thematic areas for investigation and sought both oral and written evidence from tenants, council officers and partner agencies.

A Scrutiny Review of private rented sector housing in Harrow provided a methodology for our approach. The methods used were a review of relevant literature; face to face interviewing and focus groups.

4.1 Tenants and Residents

A focus group was drawn from members of Bolsover District Tenant's Panel and local Tenants and Residents Associations to gather the views of non-private rented sector tenants on the local private rented sector. At a meeting on 4 September 2013, attendees were asked to consider:

- (a) What the benefits of private renting might be;
- (b) The impact of private renting on an area; and
- (c) How the Council might maximise the benefits of private renting.

4.2 Partners and agencies

Invitations to speak to the Scrutiny Committee were sent to Action Housing, Shelter and the Chesterfield Law Centre, with a view to seeking information on the issues faced by people accessing the private rental sector and the support available to them.

4.3 Interviews

Interviews with individuals took place from July to October 2013. The Housing Needs Manager, the Environmental Health Manager (Housing and Pollution) and the Housing Strategy and Enabling Manager gave evidence of ongoing work both within the Council and with its partners.

Attached at **Appendix 1** is a list of stakeholders involved in the review.

5. Evidence

The Committee sought evidence of the extent and cost of temporary homelessness in the district and the role of the private rented sector in meeting the housing needs of homeless households. It sought information about current provision and take up in the local private rented sector and to identify how effectively the Council used its powers and brought its influence to bear to raise standards in property and management practice.

5.1 Documentary evidence

- Information on Bolsover District Council Website – Private Sector Housing and Landlord Accreditation Service
- Advice Guide – Renting from a Letting Agency (Citizens Advice Bureau)
- Improving Private Renting – Shelter report
- Housing options and solutions for young people in 2020 – Joseph Rowntree Foundation report
- Private Renting – Gov.uk report
- East Midlands Accreditation Scheme – Decent and Safe Homes
- House of Commons – The Private Rented Sector – Communities and Local Government Committee Recommendations.

5.2 Tenants and Residents

The focus group considered the following issues:

- What the benefits of private renting might be;
- The impact of private renting on an area; and
- How the Council might maximise the benefits of private renting.

Benefits of the sector

Positive aspects of private sector renting identified by the group included a wider choice of accommodation and location; greater flexibility of tenures; and a reduction in the volume of empty properties in some neighbourhoods. The Creswell Model Village was cited as a good example of an area improving because increased private sector rentals had brought empty properties back into use.

Nevertheless, the private rented sector was perceived as expensive both in terms of rents and in terms of up-front costs such as bonds and deposits. Provision of references by the tenant to the landlord and the fact that tenancies were not secure were also viewed as barriers.

Impact of private renting on local areas

Private sector rented accommodation can be perceived as having a negative effect on an area when properties were not adequately maintained, contrasting with the positive effect of private lets reducing the volume of empty properties. However, there was a perceived risk that where references were not sought by landlords, some tenants may be unable to manage their tenancies to the standards expected.

Maximising the benefits: improving standards

The focus group felt that the Council has opportunities to maximise the benefits of the private sector renting by improving standards in the sector, particularly the maintenance of properties; dealing with empty properties by using enforcement powers, including Compulsory Purchase; and raising awareness of rights and responsibilities with regard to both landlords and tenants.

A Good Landlord Scheme could help to achieve improvements to both properties and neighbourhoods. The group also felt that the Council should advertise its Bond Guarantee Scheme more widely to encourage take up.

5.3 Partners and Agencies

The Area Supervisor from Chesterfield Law Centre attended the Committee's meeting on 27 August 2013 and identified the following issues:

Lack of legal support to address poor property standards

Government changes to the Legal Aid system meant that people in the private rented sector could no longer obtain legal support for matters such as disrepair, as this was now only available to those facing rent arrears. Whilst the majority of enquiries to the Law Centre were about disrepair, it was now unable to offer more than limited advice in these cases.

Poor management practice

Questionable practices by landlords in the district included making weekly charges for tenancy administration; charging for routine gas servicing which is the legal responsibility of the landlord; and entering properties without reasonable notice. Although the Council has powers to deal with unlawful access to tenanted property, tenants were unwilling to make complaints about landlords as they feared repercussions.

Lack of knowledge of tenants rights

The Law Centre identified a lack of knowledge of tenant's rights underpinning the above points and suggested that providing training for elected Members to raise their awareness would be beneficial in tackling this.

5.4 Interviews

Having heard evidence of tenancy issues in the local private rented sector and noting the views of tenants and residents about the benefits and barriers with regard to the sector, the Committee questioned Council officers to gain insight into ongoing work by the authority; to highlight any gaps in provision of services; and to identify best practice.

Evidence from the Housing Needs Manager demonstrated how the Council works proactively with its partners to prevent homelessness and to find homes for those who need them.

Homelessness

The Localism Act, 2011 redefined how the Council can respond to homeless applications, so that whilst it may owe a family a duty, this can be discharged in the private rented sector rather than in social housing. Whilst in many cases this may reduce pressure on social housing, sometimes solutions have to be sensitive to risk factors - for example, housing offenders subject to public protection arrangements or the resettlement of those who have fled domestic violence.

Through its performance management framework, the Council set a Corporate Plan target (SI 02) to achieve a 50% prevention rate for homelessness; in 2012/13 this target was exceeded at 58%. Details of the extent of statutory homelessness in the district and outcomes from preventative interventions are set out below:

- In 2012/13 there were 292 approaches to the Council for advice and assistance by people bordering on losing their home with successful intervention in 169 cases by way of legal advice etc preventing their becoming homeless. In total, 47 people were accepted as statutory homeless.
- From April to June 2013 there were 46 approaches of which 15 were prevented (33%) and 6 were accepted as statutory homelessness clients, which is broadly in line with the previous year. Whilst there has not been a significant increase in approaches since the implementation of welfare reforms in April, its effects have yet to fully impact.
- In 2012/13 there were 529 'nights' in bed & breakfast (28 cases). These were emergencies for single people. Only 1 or 2 of these cases included children.
- In 2012/13 there were 5 'individual approaches' - a total of 66 days. The cost of £2k was met from the bed and breakfast budget, which is £20k.
- The Government recommends that all local authorities have measures in place if the temperature drops below zero for 3 consecutive nights. Last year the extremely cold weather triggered a high volume of payments which were met from the allocation within the bed and breakfast budget.

The Council works with partners such as the Law Centre when tenants are at risk of eviction or other action and do not have an assured tenancy. Concerns were raised by Members regarding families who may be given very little notice to find

alternative accommodation at the end of their tenancy. This was considered to be due in part to mortgage lenders who place restrictions on owners who let their properties, leading to an increase in short-term tenancies.

People are signposted to the private sector where there is no requirement on the Council to provide accommodation and/or where there is no priority need. However, the authority does not guarantee tenant relationships with private landlords nor does it endorse private landlords.

Bolsover district has a high proportion of private rented stock compared to neighbouring authorities but not all is in good condition. A significant proportion of private rented sector tenants are on the waiting list for council housing. The Council is seeing some slippage on its Corporate Plan target (CFS 06) to reduce average re-let times appears; this appears to be linked to welfare reform with some larger properties in unpopular areas (for example New Bolsover) becoming more difficult to let.

Partnership work

The Housing Needs Manager highlighted the Council's existing links with Framework, Stonham Housing, P3 and Action Housing, which work well in practice.

In north Derbyshire, Action Housing delivers a private rented housing access scheme supporting single young people into rented accommodation, offering initial support to ensure these tenants are able to manage their tenancies. There is a bond scheme which can be funded by the council; however this particular scheme does not extend to families.

Accreditation Schemes

Decent and Safe Homes (DASH) is a joint-working initiative with local authorities, property owners, landlords and tenants. DASH encourages and promotes good property standards and management practices in the private rented sector through accreditation schemes for landlords, letting agents and more recently, good tenants.

Quality standards in private rented housing

The Council advertises its own and housing association properties but does not undertake to advertise private rented sector properties. The Decent And Safe Homes accreditation scheme for landlords and the Landlords Forum assist in promoting and benchmarking the quality standards desired by tenants and expected by local authorities. Signposting those wishing to rent or let in the private sector to the accreditation schemes can help to raise awareness of these standards.

The Environmental Health Manager (Housing and Pollution) highlighted how the authority works with local landlords through an annual Landlords Forum and on an informal basis through Environmental Health services. In many cases, liaison with landlords could resolve tenant complaints without the need to go through

formal enforcement powers which can be used more effectively in targeting those properties in the poorest condition and in bringing empty properties back into use. The latter is a Corporate Plan target (E 09) comprised of three areas of activity:

- Proactive engagement with owners of empty properties
- Responding to complaints, pursuing public health matters and taking enforcement action where necessary
- Sharing best practice via environmental health and regeneration networks and taking part in developing projects and funding bids.

The Housing Strategy and Enabling Manager indicated that a recent Housing Market Assessment had focused specifically on the District's private rented sector. Whilst this was work still in progress, key findings included:

Preference

Data from a questionnaire survey of tenants in the private rental sector highlighted that the sector is not always the tenure of choice for local residents, with 62% of those tenants receiving Local Housing Allowance expressing a preference for social housing. This may be due to several factors including pressure on tenants from shortfalls in rent because of changes to Local Housing Allowance and security of tenure.

In Bolsover district, tenants are more likely to access private sector rentals via word of mouth or directly with the landlord, rather than using letting agencies. This can lead to a situation where there is no contract as there is no proper tenancy agreement making it difficult for tenants to get repairs done. The Committee felt that while a contract was crucial, tenants may not understand the importance of having a properly completed tenancy agreement.

Increasing supply of properties

Where possible, the Council makes use of Section 106 Planning agreements to request that affordable housing includes the smaller properties now in demand because of changing household needs and the effect of welfare reforms. However, the challenge for the Council is to meet the needs of our communities now.

6. Key findings

• Bonds

Bonds are a major obstacle for low income earners and those claiming Housing Benefits.

• Admin fees and charges

There is no governance over the amount letting agents can charge; this is a particular barrier to those on benefits.

- **Rent levels**

Whilst the private rented sector in Bolsover is relatively affordable, the quality of the cheaper stock tends to be poor.

- **Local Housing Allowance**

As Local Housing Allowance is now paid on the 30th centile of average local rents, only cheaper, poorer quality property is affordable. This is leading to many tenants having to top up any shortfall in their rent.

- **Security of tenure**

Traditionally the area does not have long rental tenure arrangements so tenants are obliged to pay credit check fees, etc more often. Informal tenancy arrangements are common but are not assured as they have no contractual basis.

- **Perception of quality of stock**

The perception of poor quality can be off putting before people even begin to look for a property in the private rental sector.

- **Supply**

There is emerging evidence of a national trend of landlords steering away from claimants of Local Housing Allowance and this may become more significant with the implementation of Universal Credit when benefit for rent is paid direct to the tenant and not to the landlord. Where possible, the Council makes use of Section 106 Planning agreements to request that affordable housing includes the smaller properties now in demand because of changing household needs and the effect of welfare reforms.

7. Conclusions

The Scrutiny Committee has considered the findings from the evidence presented and concluded that the Council has demonstrated successful use of its enforcement powers to improve standards of property maintenance and to bring empty properties back into use. It has developed effective relationships with both landlords and voluntary sector agencies resulting in good practice which supports the driving up of standards in property maintenance and tenancy management.

Nevertheless, more could be done to raise standards in the private rented sector. Key to this is the Council's continuing support for the landlord accreditation scheme provided by Decent And Safe Homes and working with our partners to reduce the risk of both homelessness and other problems with tenancies by raising awareness of the rights and responsibilities of tenants and landlords. In particular, training for Members would be of benefit in their decision-making and in their contact with residents who seek advice on resolving housing problems.

The Safe & Inclusive Scrutiny Committee has therefore formulated six recommendations which are set out in section 2. At its meeting on 17 February 2014, the Scrutiny Management Board considered that tenants who use informal contacts such as family and friends for accommodation could be at risk from insecure tenancies with regard to eviction; effecting necessary property repairs; and any benefit claims. The Board therefore recommended that the following wording be added to Recommendation 2.3:

In addition, the website should provide advice and information about the importance of formal tenancy agreements in securing tenants' rights.

As this Review was concluded, the government announced that it intended to implement two of the recommendations made by the House of Commons Communities & Local Government Committee: a Tenants Charter and a requirement for letting agents to advertise administration and other fees in advance of letting.

The Committee further noted that councils are adopting new approaches to respond to the growth of the private rented sector, such as the establishment of a Social Lettings Agency by the London Borough of Hackney.

<http://mginternet.hackney.gov.uk/mglIssueHistoryHome.aspx?IId=20232&PlanId=289>

Bibliography

Advertising Standards Authority Adjudication, March 2013

http://www.asa.org.uk/Rulings/Adjudications/2013/3/Yourmovecuk-Ltd/SHP_ADJ_201575.aspx

Bolsover - 2011 Census: Summary Profile

<http://www.bolsover.gov.uk/equalities-information.html>

Bolsover District Council, Draft Strategic Housing Market Assessment, 2013

Bolsover District Council website: Private Sector Housing

<http://www.bolsover.gov.uk/private-housing-home.html>

Bolsover District Council website: Landlord Accreditation Service

<http://www.bolsover.gov.uk/landlord-accreditation-service.html>

C. Beatty, I. Cole, P. Kemp, B. Marshall, R. Powell and I. Wilson, 'Monitoring the impact of changes to the Local Housing Allowance system of housing benefit: Summary of early findings', Dept. for Work and Pensions, June 2013.

https://www.gov.uk/government/uploads/system/uploads/attachment_data/file/193478/798summ.pdf

Citizens Advice Bureau, 'Advice Guide – Renting from a Letting Agency'
http://www.adviceguide.org.uk/england/housing_e/housing_fact_sheets.htm

D. Clapham et al, 'Housing Options and Solutions for Young People 2020', Joseph Rowntree Foundation, June 2012
<http://www.jrf.org.uk/publications/housing-options-solutions-young-people>

Derby City Council, Landlord Accreditation Scheme
<http://www.derby.gov.uk/housing/houses-in-multiple-occupancy/landlords-accreditation-scheme/>

East Midlands Accreditation Scheme: Regional Project – Decent and Safe Homes (undated)

Home.co.uk Renting Guide: Fees and Deposit
http://www.home.co.uk/guides/renting/fees_and_deposit.htm

Home.co.uk Renting Guide: Tenancy Deposit Schemes
http://www.home.co.uk/guides/renting/tenancy_deposit_schemes.htm

House of Commons, Communities & Local Government Committee – 'First Report: The Private Rented Sector' Vol. I, 18 July 2013
<http://www.publications.parliament.uk/pa/cm201314/cmselect/cmcomloc/50/5002.htm>

House of Commons, Communities & Local Government Committee – 'First Report: The Private Rented Sector' Vol. II, Written Submission from the UK Association of Letting Agents, 18 July 2013
<http://www.publications.parliament.uk/pa/cm201314/cmselect/cmcomloc/50/50ii14.htm>

London Borough of Harrow, Overview and Scrutiny Committee, 'Scrutiny Review: Private sector housing in Harrow', July 2012
<http://www.harrow.gov.uk/www2/documents/s101045/Scrutiny%20Response%20-%20Background%20Paper%202.pdf>

Shelter, 'Letting agents: The price you pay', June 2013
[http://england.shelter.org.uk/_data/assets/pdf_file/0006/671649/Letting_agencies - The price you pay.pdf](http://england.shelter.org.uk/_data/assets/pdf_file/0006/671649/Letting_agencies_-_The_price_you_pay.pdf)

Shelter, 'Improving Private Renting'
http://england.shelter.org.uk/campaigns/why_we_campaign/improving_private_renting

The Guardian, 'Top 10 renting tips: how to be a happy tenant', 31 August 2012
<http://www.theguardian.com/money/2012/aug/31/top-10-renting-tips-happy-tenant>

The Guardian, 'A quarter of people feel ripped off by lettings agents, Shelter says', 4 September 2012
<http://www.theguardian.com/money/2012/sep/04/quarter-people-ripped-off-lettings-agents-shelter>

The Money Advice Service, 'How much rent can you afford?'
<https://www.moneyadviceservice.org.uk/en/articles/how-much-rent-can-you-afford>

The Redress Schemes for Lettings Agency Work and Property Management Work (Approval and Designation of Schemes) (England) Order 2013
<http://www.legislation.gov.uk/ukdsi/2013/9780111105122/contents>

Appendix 1

Cllr. Ann Syrett - Portfolio Holder for Social Inclusion
Wes Lumley - CEO / Executive Director - Growth
Paul Hackett - Executive Director - Transformation
Sarah Clow – Strategic Housing Strategy and Enabling Manager
Samantha Bentley – Environmental Health Manager (Housing and Pollution)
Peter Campbell – Head of Housing
Diane Bonsor – Housing Needs Manager
Agencies including;

Bolsover District Tenant's Panel and local Tenants and Residents Associations
Chesterfield Law Centre
Citizens Advice Bureau
Credit Union
Derbyshire Unemployed Workers Centre
The Family Employment Initiative
Local Food Banks
Royal British Legion
Two Shires Credit Union

Council/ Committee:	Executive	Agenda Item No.:	7
Date:	17 March 2014	Category	2
Subject:	Scrutiny Review Report – High Street and Town Centre Regeneration – Bolsover Town Centre	Status	Open
Report by:	Councillor Keith Bowman, Chair of the Sustainable Communities Scrutiny Committee		
Other Officers involved:	Scrutiny Officer		
Director	Executive Directors –Growth and Operations		
Relevant Portfolio Holders	Regeneration and Environment		

RELEVANT CORPORATE AIMS

REGENERATION – Developing healthy, prosperous and sustainable communities.
ENVIRONMENT – Promoting and enhancing a clean and sustainable environment.

VALUE FOR MONEY

It is anticipated that the recommendations set out in this report will assist the Authority in ensuring that it is providing the most effective service to meet the needs of all our communities across the District.

THE REPORT

The Sustainable Communities Scrutiny Committee has completed its review of High Street and Town Centre Regeneration – Bolsover town centre.

The aims and objectives of the review were:

To carry out a review focusing on the high street and town centre public realm to complement the work of Regeneration and the ERDF Bid by continuing the public realm focus on a wider area of the town centre, with the following aims:

- To consider what local people want from Bolsover Town Centre
- To consider what local businesses want from Bolsover Town Centre
- To consider how these aspirations can be reconciled
- To consider what practical actions can be taken to put these aspirations in place
- To consider what policy areas will be affected by any actions and the impact of these actions.

A review of High Street and Town Centre Regeneration was suggested at the 2013 Annual Scrutiny Conference.

ISSUES FOR CONSIDERATION

The Sustainable Communities Scrutiny Committee has made 11 recommendations based on evidence gathered during the review. The comments of the relevant Portfolio Holders, Executive Directors – Growth and Operations; the Assistant Director, Street Services and the Project Officer (Tourism) were sought prior to the final report being approved by the Scrutiny Management Board.

IMPLICATIONS

Financial: None identified
Legal: None identified
Human Resources: None identified

RECOMMENDATION(S)

1. **That the Executive consider the Sustainable Communities Scrutiny Committee recommendations set out in the report on High Street and Town Centre Regeneration – Bolsover town centre.**
2. **That the Executive provide a response on the review recommendations within 6 weeks in accordance with the Scrutiny Procedure Rules in order that an action plan can be drawn up to monitor implementation.**

ATTACHMENT: Y
FILE REFERENCE:
SOURCE DOCUMENT: ***High Street and Town Centre Regeneration –
Bolsover town centre Review Report***

BOLSOVER DISTRICT COUNCIL

SUSTAINABLE COMMUNITIES SCRUTINY COMMITTEE

Scrutiny Review of High Street and Town Centre Regeneration – Bolsover Town Centre Public Realm

Report – February 2014

Contents

Chair's Foreword

1. Introduction
2. Recommendations
3. Scope of review
4. Method of review
5. Evidence
6. Key findings
7. Conclusions

Appendices

1. Stakeholders engaged during the review
2. Old Bolsover Town Council
3. Bolsover Civic Society
4. Proposed partnership structure

Bibliography

**Foreword of Councillor Keith Bowman
Chair of the Sustainable Communities Scrutiny Committee**

On behalf of the Sustainable Communities Scrutiny Committee, I am pleased to present a report on Bolsover Town Centre Regeneration Review.

The review has been a challenging one from the outset, originally arising from the Annual Scrutiny Conference of April 2013, when it was decided to review all four of our Market towns. i.e. Bolsover, Clowne, Shirebrook and South Normanton. It soon became apparent that to review all four Town Centres at the same time was too cumbersome, unwieldy and ultimately too time consuming.

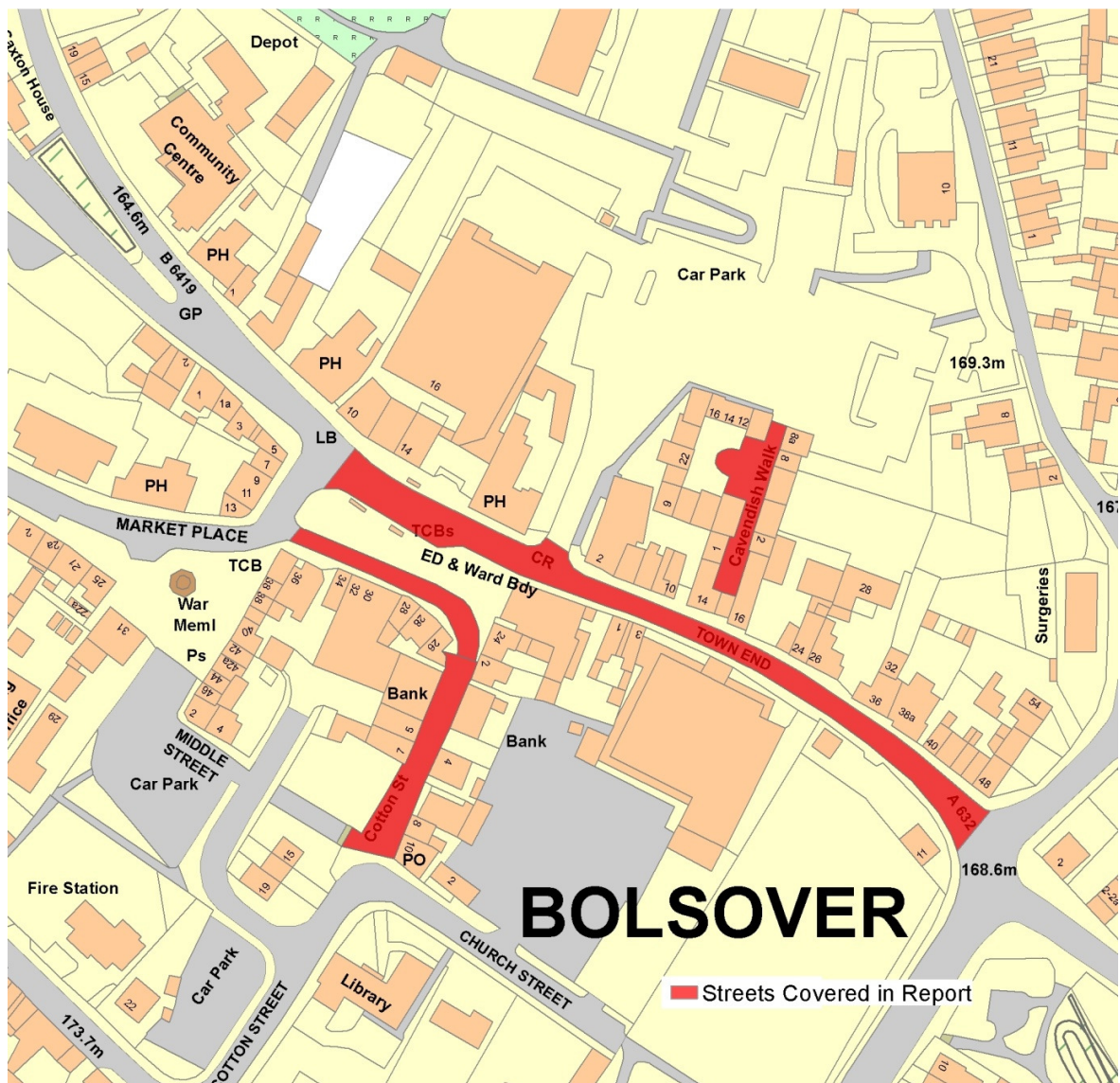
It was therefore decided at Committee that we would concentrate on Bolsover Town centre and if time allowed, do a light touch review on the other three towns. I will give the reasons for this decision in the Introduction to the Review report.

The recommendations, findings and conclusions are based on evidence derived from stakeholders, site visits, the relevant Local Authorities and other interested groups.

I would like to take this opportunity to thank everyone who has participated in this Review, they are Old Bolsover Town Council, Bolsover Civic Society and Purcell; Claire Millington, Lynne Cheong, Alison Bluff, Corinna Beatson, Steve Brunt, Peter Sawdon, Therasa Garrod and of course the Cabinet Members for Regeneration and Environment, Councillors Alan Tomlinson and Dennis Kelly.

Finally, I would like to thank the members of Sustainable Communities Scrutiny Committee for their commitment, co-operation and contributions to the Final Report.

Bolsover Town Centre: Area of Review



© Crown Copyright and database right 2014. Ordnance Survey 100019526.

Use of this data is subject to terms and conditions. You are not permitted to copy, sub-license, distribute or sell any of this data to third parties in any form.

1. Introduction

As referred to in the Chair's Foreword, the reasons for selecting Bolsover for the Review are as follows:-

1. The impending arrival of Morrison's supermarket
2. The High Street Innovation Fund for which funding has been received
3. A bid to the European Regional Development Fund had been made (and which ultimately proved successful), resulting in a consultation exercise being undertaken by Purcell
4. This consultation impacted on our Review to the extent that we could not and would not duplicate their findings and consequently we felt that we must concentrate our efforts on the other parts of Bolsover Town Centre that had not been covered by the Purcell Report.

Given the above, this Review is to be seen as complementary to the Purcell Report but confined to the other areas of Bolsover such as Cavendish Walk, Cotton Street, the main thoroughfare the A632, the disused Market Square, etc. This area is highlighted in the map above (Page 3).

Bolsover's medieval origins are evident in its townscape with Bolsover Castle - a significant and growing attraction for tourists - a 13th century church tower and the stone houses lining Market Place. The Purcell report indicates that better physical linkage between these three unique features could be achieved by works in the public realm, inviting tourists into the town centre. The role of tourism in boosting local economies is widely acknowledged:

Understanding the unique characteristics of a place and creating an authentic experience for the people who want to visit it are key to good destination management. Local authorities are at the heart of this focused and place-specific support to the tourism sector. Ultimately, tourism needs great destinations – and supporting the creation of great places for communities and business to thrive is what councils are there to do.

Local Government Association, The visitor economy: A potential powerhouse of local growth, June 2013

2. Recommendations

- 2.1. **Formation of 'Town Committee' including traders, District, County and Town Councils, etc: although this is part of the**

Purcell work, we need to strongly underline the need for its formation. Please see Appendix 4 (page 18) for proposed partnership structure.

- 2.2. An advertising campaign be launched once the work to the War Memorial area etc has been completed; also the Morrisons store if it coincides within a reasonable time period.**

The Town Committee may wish to consider the following:

A voucher scheme or 'Bolsover pound' could be used to encourage people to shop at various shops in the town, eg spend so much in one store and get a £5 voucher to be used at other participating stores. A leaflet detailing participating shops could be put together and distributed around the town centre, also at the Castle, library, Contact Centre etc. This has been successful in other towns and is one of the suggestions in the Centre for Public Scrutiny briefing document.

Initiate a dialogue with Morrisons on how they could encourage their shoppers to shop locally. Morrisons did state during their consultations that they wanted to bring business to the other shops in the town. If the above recommendation for a voucher scheme is taken up by the traders, would Morrisons be prepared to have copies of the leaflets in their store? A general directory of the shops in the town centre could be put together by the traders for display in Morrisons.

- 2.3. Work with the Town Council to obtain disused land.**

- 2.4. Consider relocating the Market stalls to the War Memorial area.** This has been suggested by several people as part of the survey responses. In addition, the Purcell report has also suggested including temporary market stalls around the War Memorial to be used for special events. The stalls would attract tourists visiting the Castle into the town centre. Also, once the new BDC Contact Centre has been completed, there will be more footfall in the area from regular shoppers.

- 2.5. Work with Derbyshire County Council to restore the proper surfaces to Cotton Street, and enforce the pedestrian zone.** The poor standard of repair work using Tarmac instead of paving stones was highlighted on our site visits, and by both the Town Council and Civic Society. The paved area is not suited to volumes of traffic and should the market stalls be moved, there could be substantially less use. The survey work also indicates that shoppers

find the traffic a nuisance, and a hazard to safety. Whilst some access is needed to the banks etc, it negates the whole point of having a pedestrianised area if being used by other vehicles. The pedestrian area does not seem to have ever been enforced, so even a short period of patrols could cut much of the traffic.

2.6. Assist the traders on Cavendish Walk to lobby their landlords to tidy up the area and make it more attractive: they should have a vested interest as it would help let the empty units.

Once the work from the Purcell review has been completed and the new Morrisons store opened, this is going to look even more dilapidated and trade is bound to suffer as a result. The survey work highlighted dissatisfaction with the area. The paving needs renewing, seating repaired or replaced and a proper display needs to go in the flower bed. An alternative area for storing waste bins would help; the bin storage area by the Ashgate Hospice shop and the Cafe does not have enough room. The rest of the bins are left outside the shops, again giving the impression of an alleyway. In addition, customers of the bookmakers on Town End use the entrance to Cavendish Walk as a smoking area.

The florist and pet shop do their best to make attractive displays, but are frustrated with the overall scruffiness of the area. The co-operation of the bookmakers and the Estate Agents on the other side of the entrance also needs to be enlisted; their businesses will also suffer if people only shop in the more attractive areas.

2.7. Signage to promote Cavendish Walk, to advertise the shops.

People are more likely to be attracted into Cavendish Walk if they see something of interest to them.

2.8. Request that the Tourism Officer discuss the possibility of Farmer's Market, Craft Fair etc ideas with the Old Bolsover Town Council. Such events will enliven the town, shoppers and local people as well as attracting visitors. Bolsover has held many successful events in the past. Survey work showed a great deal of interest for such events and the new town committee should take up the suggestions.

2.9. A sustained and improved attempt be made at addressing the litter and untidy areas in the town centre by BDC Street Services and aligned with Old Bolsover Town Council.

2.10. To use the learning from this report / Scrutiny review as a pilot to repeat the process for the other towns - Clowne, Shirebrook and South Normanton.

2.11. Consider establishing database/system identifying which authority, landlord or individual is responsible for which services and property.

3. Scope of review

To carry out a review focusing on the high street and town centre public realm to complement the work of Regeneration and the ERDF Bid by continuing the public realm focus on a wider area of the town centre.

Upon completion of the scrutiny review, to produce a report to Executive detailing findings, conclusions and any recommendations arising from the review.

- To consider what local people want from Bolsover Town Centre
- To consider what local businesses want from Bolsover Town Centre
- To consider how these aspirations can be reconciled
- To consider what practical actions can be taken to put these aspirations in place
- To consider what policy areas will be affected by any actions and the impact of these actions.

The Committee comprised the following Members:

Councillor Keith Bowman

Councillor Clare Munks

Councillor Toni Bennett

Councillor Andrew Anderson

Councillor Steve Fritchley

Councillor Graham Parkin

Councillor Deborah Watson

Councillor Sue Wallis

Councillor George Webster

Councillor Jennifer Wilson

4. Method of review

The Review drew on a range of opinions and engaged various methods.

Documentary evidence
Survey findings
Questionnaires
Interviews with stakeholders
Site visits

Members undertook two site visits to Bolsover town centre on 31 July 2013 and on 22 October 2013 with the aim of directly engaging with visitors and with local businesses.

Equality and Diversity

Within the process of the review, the committee has taken into account the impact of equalities. No adverse impacts have been identified during this process which are not already being addressed.

5. Evidence

5.1 Documentary evidence

- Centre for Public Scrutiny, High Street and Town Centre Regeneration Policy Briefing, October 2012.
- Department for Communities and Local Government, Re-imagining urban spaces to help revitalize our high streets, 2012
- Local Government Association, Local Leadership, local growth, 2012
- Department for Business Innovation and Skills, Healthy High Street? – A healthcheck for high streets and town centres, 2012

5.2 Visitors to the town centre

The User Engagement Officer, Corinna Beatson, gathered views on the health of Bolsover district's four town centres through a Citizens Panel survey in May 2013, producing a separate report for Bolsover town. This provided detailed analysis of how, when and why people used Bolsover town centre and the things they both disliked and liked about it. Most visitors come into the area by car to shop and use local businesses so effective transport networks into the town and adequate car parking facilities are central concerns. Respondents also expressed a desire for a wider variety of shops, more independent shops and better quality leisure facilities. Overall, 55% of respondents were satisfied with aspects of the public realm in the town centre but 28% were not.

People's favourite thing about the town centre was its history and character with tourism connected to Bolsover Castle seen its biggest opportunity.

Planning Officers attended the Youth Council with the User Engagement Officer on 18 June 2013 to gain the views and opinions of Youth Councillors on Bolsover District's four town centres, using the questions from the Citizens Panel survey to inform the discussion. Students highlighted graffiti and litter as a problem within the town centre but rated eating and drinking places as 'good'. Sports facilities and more specifically the Extreme Wheels portable track is the improvement they would most like to see in Bolsover town centre. This gives some insight into young people's greater use of the town centre as a social space.

A site visit on 31 July 2013 gathered a range of views from visitors to Bolsover town centre, 48% of whom did not live in the town. Free parking in Bolsover was

valued by visitors but insufficient car parking was a key concern, including disabled and parent and child bays. A need for public toilets and baby changing facilities was also identified. Street cleanliness and lack of, or poor condition of seating, planting, pavements and buildings were problems but the majority felt that the town's centre was a nice place to visit due to its compact layout, friendly atmosphere and heritage features. Again, Bolsover Castle and the town's heritage were seen as the biggest opportunity for the town's future regeneration.

5.3 Local businesses

A Business Audit carried out for the Purcell report reflected the same issues being raised by local traders of street cleanliness, lack of, or poor condition of seating, planting and pavements, with parking also a problem.

Members of the Committee undertook a site visit to Bolsover town centre on 22 October 2013 where they gathered evidence from local businesses using an aide memoire to guide their questioning. Members also noted 'grot spots' which required action. The site visit focused on businesses in Cavendish Walk, Town End and Cotton Street. Whilst most traders made efforts to keep their premises and the area outside them tidy and attractive, it was felt that other businesses could do more to maintain a good image of the town centre.

Feedback from businesses gave further evidence of the need to improve the public realm and boost trade by addressing the following issues:

- Parking – car park spaces and enforcement against kerbside stops
- Traffic congestion associated with loading / unloading of deliveries
- Cleanliness of streets
- Poor condition of amenities such as seating and flower beds
- Public toilets - traders were being asked for use of their toilets as visitors were not being signposted to the existing facilities.

Some traders felt that a greater variety of businesses such as craft fairs and a farmers market alongside more local events would help to bring in more visitors and improve trade. Suggestions were made that the town's car parks were being used as a 'park and ride' facility for commuters to Chesterfield and adjacent areas, adding to the demand for spaces.

5.4 Planning

Section 106 agreements are legal agreements between a planning authority and a developer, or undertakings offered unilaterally by a developer, that ensure that certain extra works related to a development to make that development acceptable in planning terms are undertaken. S.106 agreements are used where conditions cannot be imposed on a planning permission due to legal restrictions

on the use of conditions, especially where they involve works off site or the making of financial contributions.

Evidence from the Planning Officer on the availability of S.106 monies for improvements to the town centre established that these were fully allocated but had been aligned to the proposed Public Realm work around Castle Street and Market Place. This includes a bus lay-by and new traffic light system on Town End which should reduce congestion in the town centre. Traffic monitoring will be used to establish the impact of the Sherwood Lodge site development on the town centre and remedial action could then be taken if necessary.

5.5 Old Bolsover Town Council

The Chair and Vice Chair attended two meetings with Old Bolsover Town Council to explain the scope and aims of the Review and invited the Town Council to attend two Committee meetings to give their views on how the town centre might be improved. This dialogue led to immediate joint action to tackle some of the 'grot spots' by both Councils and to identify ownership of sites which appear poorly maintained by owners or leaseholders.

Old Bolsover Town Council produced an action plan document (see Appendix 2) identifying areas of concern and setting out the actions they, their partners and stakeholders could take to achieve improvements and drive co-operation.

5.6 Bolsover Civic Society

Bolsover Civic Society raised a number of issues which correspond with those of visitors and traders in the town centre. A summary was also provided to the Committee (see Appendix 3).

- Parking
- Signage to key amenities
- Public toilets
- Empty properties
- Street cleanliness
- Former market area on Cotton Street
- Historic buildings at risk

The Society expressed its support for a partnership arrangement "to encourage joined up planning and development" in the town centre.

The Civic Society raised concerns about empty properties and in particular, buildings of historical importance which are in poor repair. Whilst this is beyond the scope of this Review, Bolsover District Council has already taken steps to address some of the issues through existing work with owners and through its Heritage at Risk Strategy 2010.

6. Key findings

- History and character of Bolsover town centre is seen as a key feature which could be linked more closely to Bolsover Castle, as the central driver for tourism
- Potential for more facilities for tourists to the area eg: overnight accommodation, evening entertainment
- More variety of shops and more independent shops to encourage visitors to explore and enjoy the town, boosting local trade
- Value/ role of key events in bringing local people together and bringing in visitors from outside the area
- Improvements to the market
- Craft fairs, food fairs, farmers market
- Parking – lack of spaces, including designated disabled and parent and child bays
- Traffic congestion
- Cleanliness and maintenance of streets and amenities as crucial to presenting a positive and welcoming image to visitors to the town
- Pedestrian access – Cotton Street
- Insufficient public toilets and better signage to those which are available

7. Conclusions

What emerged strongly from our Review was the need for a formal partnership to drive and co-ordinate the regeneration of Bolsover town centre, creating a great destination for visitors and boosting the local economy. The structure chart at Appendix 4 illustrates our proposal (page 18). Our recommendations therefore have focused on practical steps to achieve and support this goal.

A central aim is to support local shops and businesses by addressing their concerns so they can improve trade. This in turn will benefit visitors to the town centre, whether local or from outside the District.

Whilst parking issues and traffic congestion in the town centre are key concerns for businesses and visitors alike, these can be expected to reduce once the Morrisons site development, construction of the Council's new Contact Centre on Middle Street and other planned works are completed.

Street cleanliness and routine maintenance of the public realm in Bolsover town centre is a shared responsibility for councils, landlords and traders but there is no clear programme to align this work and a lack of clarity around which body is responsible for what.

Appendix 1: Stakeholders

- Cllr. Tomlinson – Portfolio Holder, Regeneration
- Cllr. Kelly – Portfolio Holder, Environment
- Planning
- Peter Sawdon – Planning Officer (Morrisons Development)
- Rachel Tate – Assistant Planning Officer
- David Eccles – formerly Joint Assistant Director of Regeneration
- Therasa Garrod – Projects Officer (Tourism)
- Leisure
- Old Bolsover Town Council
- Morrisons
- Derbyshire County Council
- Bolsover Civic Society

Appendix 2: Old Bolsover Town Council



The list below focuses on issues identified by Old Bolsover Town Council within the Town Centre for attention. It is hoped that a number of these issues may be addressed through the ERDF Funding but have been included on the list as clarification is needed on issues and improvements that can be funded through this project.

The Council recognise that collaboration and co-operation between Bolsover District Council and Derbyshire County Council are essential in achieving our aims and that the list is a living document. It is recommended that the list is shared between all partners but managed by one person who will regularly monitor progress and highlight issues to partners and other stakeholders.

We have also indicated existing work that is being carried out by the Town Council together with our proposed actions.

Improvements to Streetscene

Improvements in street cleansing and maintenance including clearance of rubbish, weeds and litter.	BDC responsibility. Suggest regular walkabouts with Streetscene. Work with private owners to encourage them to clean up their own areas e.g. Cavendish Walk, Co-op, Factory Shop. Scheduled deep clean. Jet washing. Removal of vegetation from pavement edges. Clean up stonework and paving. Repaint metalwork.
Review condition of road and pavement repairs to ensure repairs match original surface (incl. kerb edging)	Discuss with DCC, BDC Conservation Manager and Civic Society. Some work done through ERDF project to identify potential improvements.
Repair, Clean or Replace Street furniture. (Seating and Bins)	Potentially funded through ERDF. Some under Private ownership e.g. Cavendish Walk / Factory shop (OBTC discussing with owners)
Black railings on former market square opposite Town Hall	Identify who is responsible for maintenance. May be responsibility of leaseholder of Market Square.
Summer floral displays – Hanging baskets and other planters	Old Bolsover Town Council currently organise supported by local traders
Summer and Winter planting for Cenotaph	Old Bolsover Town Council currently organise supported by local traders.
Christmas Lighting	ERDF may fund purchase of Christmas Lighting as part of next years Christmas Festival Project.
Repaint Road markings	Discuss with DCC
Declutter signage and replace damaged signs (some signs are illegible)	Discuss with DCC
Review of signage and Tourist Information Boards	Discuss with DCC / BDC



Problem Premises and sites

22 High Street	BDC aware and dealing with problem. Our understanding is that action is being taken to force the sale of the property. BDC and DCC own land either side. Potential opportunity for strategic purchase site to extend Cotton Street Car Park to replace parking lost on Middle Street and longer term option for joint development on the site if the Fire station relocated in the future.
Gap Site adjacent to Banner Jones Solicitors	Old Bolsover Town Council are in discussions with Banner Jones who own the site to progress development or improve visual appearance of the site.
Cavendish Walk	Old Bolsover Town Council are in discussions with the landlords and managing agents for this site seeking improvements to be made.
Factory Shop / Former co-op	Old Bolsover Town Council are in discussions with the landlords and managing agents for this site seeking improvements to be made.
Co-op Food store	Encourage owners / tenants to clean up visual appearance of common external areas within their responsibility.
Empty Premises e.g. White Swan and adjacent premises, former Harrisons Jewellers site.	Identify barriers preventing completion and re-use of premises and encourage development to be completed.
Former Market Place area (opposite Town Hall)	200 year lease granted by BDC/OBTC in 2009. Old Bolsover Town Council have been in discussions with BDC Legal to identify responsibility for maintenance, improvement and insurance of the site and look at options to bring forward development or revoke lease.
Derelict Middle Street Car Park	Remove Heras fencing and resurface to restore site as Car Park if development not imminent.

Town Centre Events / Promotional Activity

- encourage visitors to Bolsover and the Castle
- retain spend from local residents within the town
- provide increased footfall and business for local traders

Christmas Festival / Market	Bolsover Christmas Festival and the Summer Gala have proved to bring people to the town. The Food fair that used to be held in Bolsover was also a successful event in the past. Combined with the attraction of the Castle and their planned investment there are opportunities to host a number of events during the year.
Continental Market / Food Fair	
Flea Market / Antique Market	
Other events and activities	



Marketing / Promotion of local businesses

Branding and Marketing Activities	Create a Brand and consistent image for Bolsover
Local Business Directory / Information Points	Electronic notice boards to promote local businesses and events. Free WiFi in Town Centre landing on Bolsover local website featuring local businesses, community groups and local events / activities.
Newsletter / Newspaper	Aim for publication to break-even through advertising sales. Include space for TC/DC/CC communications, events and Community Activities.
Tourism Information	Visible Information points across Town e.g. Contact Centre, Library, Town Hall Offices, local businesses e.g. Restaurants / Cafes and wider area e.g. Markham Vale service areas, businesses and other local attractions.
Resident and Stakeholder Questionnaire / Focus Groups to identify priorities, concerns and ideas	Placecheck could be used to seek views of different stakeholders.

Traffic Issues

Address traffic using pedestrianised area of Cotton Street / Market Place and parking	Work with DCC to identify practical solution and seek workable enforcement. Consideration to be given to installing bollards to close off Cotton Street as a through road. Investigate potential for Parking on Market Place on non-market days
Parking on Cenotaph area	Work with DCC to identify practical solution and seek workable enforcement. Proposals through ERDF funded project may improve issue
Parking spaces taken by residents commuting by bus to Chesterfield	Consider alternative park and ride parking outside town centre
Improve Parking facilities – Particularly problematic at times with visitors to the castle.	Identify areas to provide parking resulting from loss of Middle Street Car Park. Purchase of 22 High Street to extend Cotton Street Car Park could be an option.
Problems with deliveries at Town End	Seek options for minimising the problem
Inappropriate Parking of vehicles	Be pro-active in dealing with issues that arise by raising matters with vehicle owner.

Market

Improvements to Market	HSIF / ERDF may provide funding to promote market and improve appearance
------------------------	--



Larger aspirations

Leisure Facilities	Could this be funded through s106 and New Homes Bonus or alternatively encourage leisure trust or private operators. Joint venture?
--------------------	---

Other initiatives

Town Hall facelift (both externally and internally but external to take priority)	Identify Costs – seek opportunities for external funding.
Provision of Public Toilets and/or information on where to find them – 24/7 availability	Seek interest from local stores/pubs in providing toilets for public use. Investigate feasibility of self contained self cleaning toilets.
Repair/Replace railings at Hornscroft Park	Currently waiting for quote for replacement. External funding may be sought.
Repaint railings at Town Hall	Planned work

Appendix 3: Bolsover Civic Society

Points raised as issues by Bolsover Civic Society at a meeting with members of the District Council Sustainable Communities Scrutiny Committee on 2 December 2013, to be included in the Bolsover town centre regeneration report to the BDC Executive Committee.

Town centre signage, some of it now inaccurate, confusing to residents and visitors. Signage from castle needs to direct people to town facilities; Peter Fidler Nature Reserve, Parish Church, New Bolsover conservation area and other Bolsover centres of interest.

Lack of public toilets since closure of Sherwood Lodge; Castle, café, pub and library facilities not readily available to non users.

Significant Market Place properties such as Danebank House and The White Swan, both now empty and privately owned detract from the central part of the conservation area. The council should discuss with owners the future of these buildings and encourage restoration and development.

The former Bolsover Area Partnership Scheme should be reformed with representatives from BDC, DCC, Old Bolsover Town Council and Bolsover Civic Society, to encourage joined up planning and development.

Town centre maintenance of road and pavements by DCC is poor. Conservation area surfaces have been neglected and repaired with non sympathetic surfaces. Periodic meetings by a reformed Conservation Area Partnership group could prevent this happening or encourage quick remedial action.

Litter and rubbish is a large problem within the town centre. Current daily levels of street cleaning are inadequate. This encourages residents and visitors to deposit their own rubbish and regard the town as scruffy and ill cared for. Town centre litter bins provided by District and Town councils are inadequate in design, materials and quantity.

The former open market area in Cotton Street, a joint responsibility of town and district councils, needs to be developed or used for other purposes. Discussions should be held with the leaseholder. Has the latter reneged on the agreement?

67 High Street 'Gravediggers Cottage' is the oldest domestic building remaining in the town after the castle. It is in a parlous state and sits opposite the Parish Church on the way to the castle. The council should discuss with the owner possibilities for saving the building from imminent collapse. A structural report commissioned fifteen years ago by Bolsover Civic Society indicated attention was needed to save the building from eventual collapse.

22 High Street is the subject of enforcement action by BDC. Currently the council is considering compulsory purchase of this derelict building. This site could contribute towards improved parking in the town. The condition of this building was first brought to the attention of BDC by the Civic Society three years ago. We need to reach a conclusion.

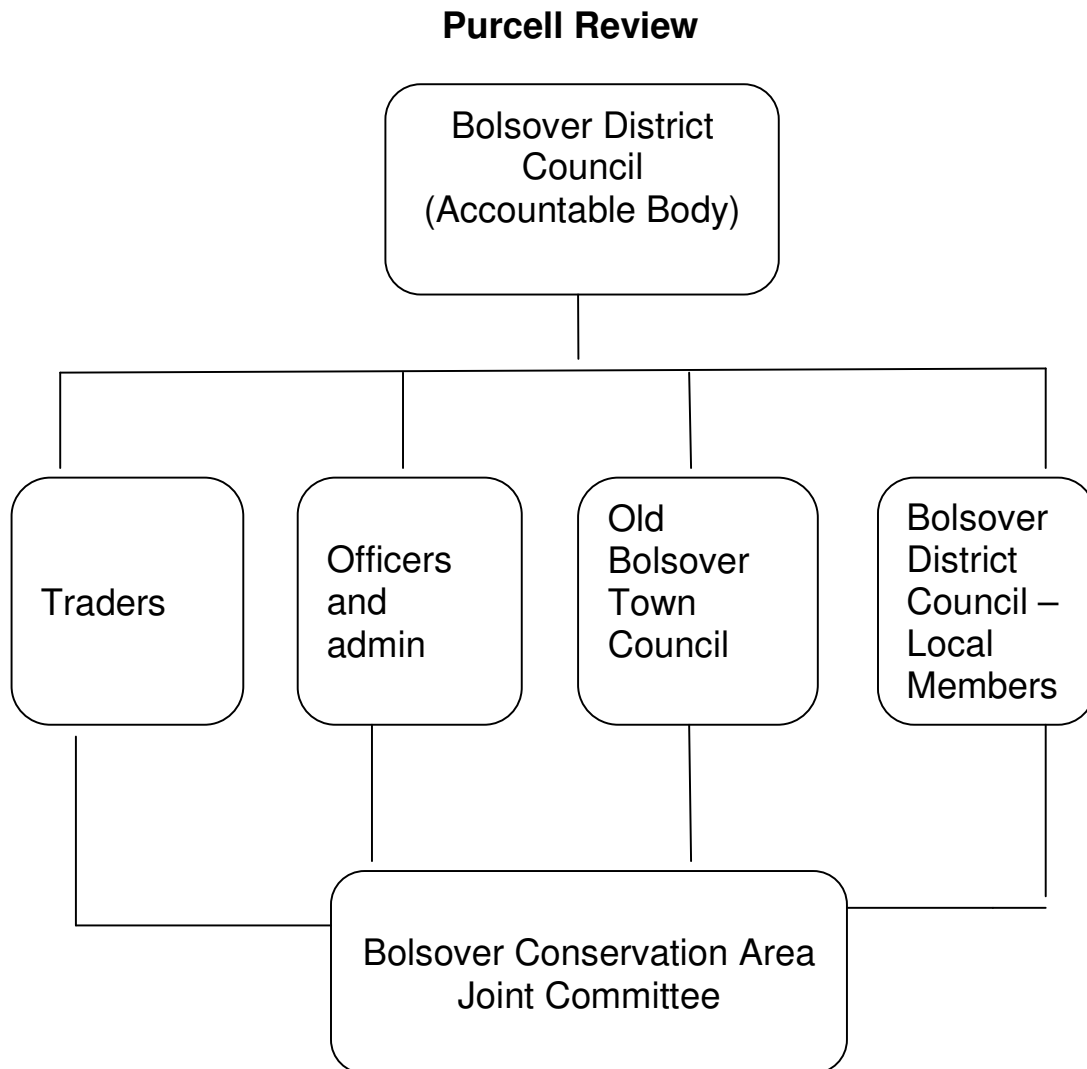
Parking has become a significant issue in the town and needs addressing with DCC, the town council and English Heritage. Enforcement action needs to be improved to deter illegal parking throughout the day.

Derelict land on Cotton Street adjoining Banner Jones requires a solution. This pedestrianised road has also become an illegal through route to the Market Place. A barrier solution preventing through access without affecting unloading to local businesses is urgently required. A multi agency Conservation Advisory Group could work on this as a priority.

Although outside the scope of this review a strategy for arresting the physical deterioration of the listed conduit houses on the Back Hills needs to be drawn up by English Heritage, district and town councils.

Bernard Haigh
Secretary Bolsover Civic Society
January 2014

Appendix 4: Proposed partnership structure



Bibliography

Bolsover Public Realm and Infrastructure Study, July 2013, Purcell

Centre for Public Scrutiny, High Street and Town Centre Regeneration Policy Briefing, October 2012

http://www.cfps.org.uk/domains/cfps.org.uk/local/media/downloads/2012_10_12__pb_21_regeneration.pdf

Department for Business Innovation and Skills, Healthy High Street? – A healthcheck for high streets and town centres, November 2010

<http://www.bis.gov.uk/assets/biscore/business-sectors/docs/h/10-1224-healthy-high-street.pdf>

Department for Communities and Local Government, Re-imagining urban spaces to help revitalize our high streets, July 2012

<https://www.gov.uk/government/publications/re-imagining-urban-spaces-to-help-revitalise-our-high-streets>

Listening Bolsover - Bolsover District Citizens Panel, May 2013 Questionnaire Survey: Town Centre Health Checks, Help with Family Finances

http://www.askderbyshire.gov.uk/bolsover/strategy-performance/citizenpanelmay2013/consult_view

Local Government Association, Local Leadership, local growth, 2012

<http://10.150.30.112:9091/servlet/com.trend.iwss.user.servlet.sendfile?downloadfile=IRES-1224660547-E85642C8-8898-8840-11>

Bolsover Conservation Area Appraisal, updated November 2010

http://www.bolsover.gov.uk/images/departments/Planning/bolsover_con_a_caa.pdf

Minutes of a meeting of the Bolsover District Young Voice Youth Council, 18th June 2013

Bolsover District Council, Town Centre Health Checks, November 2010

http://www.bolsover.gov.uk/images/R/Retail_Needs_Study_2010_Appendix1.pdf

Bolsover District Council, Heritage at Risk Strategy, 2010

http://www.bolsover.gov.uk/images/H/heritage_risk_strategy.pdf

Local Government Association, The visitor economy: A potential powerhouse of local growth, June 2013

Bolsover Civic Society, Summary of key issues raised with Sustainable Communities Scrutiny Committee, January, 2014

Committee:	Executive	Agenda Item No.:	8
Date:	17 th March 2014	Status	Open
Category	3. Part of the Budget and Policy Framework		
Subject:	Compliments, Comments and Complaints		
Report by:	Customer Services Officer		
Other Officers Involved			
Director	Joint Director of Transformation		
Relevant Portfolio Holder	Portfolio Holder for Customer Services		

RELEVANT CORPORATE AIMS

CUSTOMER FOCUSED SERVICES – Providing excellent customer focused services

STRATEGIC ORGANISATIONAL DEVELOPMENT – Continually improving our organisation.

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

TARGETS

Local performance indicators for handling written complaints and Ombudsman complaints.

VALUE FOR MONEY

A centralised complaints service maximises the use of staffing resources as well as the provision of management information

THE REPORT

To provide information on the number of compliments, comments and complaints for the period 1st October 2013 to 31st December 2013.

Compliments

Table A shows the number of written compliments received for the period. In total 17 written compliments were received (down from the previous quarter when we received 26). A cross section of compliments was received from customers appreciating excellent service, including 8 each for the Housing Department and 7 for the Customer Service Department.

Table B shows the above information by department.

Comments

Table C shows the number of written comments received for the period. All 14 (100%) received were responded to within standard (20 working days).

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 2013 to 31st December 2013.

Service Area	01/04/13– 30/06/13	01/07/13 – 30/09/13	01/10/13 – 31/12/13	Total
Missed clinical waste collection	29 (18)	15 (9)	14 (10)	58 (37)
Missed domestic or green bin collection	207 (188)	513 (481)	290 (264)	1010 (933)
Missed burgundy bin collection	131(120)	128 (119)	186 (170)	445 (409)
Total	367 (326)	656 (609)	490 (444)	1513 (1379)

The figures in brackets show the number of service requests escalated to the department for investigation/ action. For the same period Contact Centres handled 8,519 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. 35 complaints were received during this period, down from last quarter in which we received 38 complaints. All 35 were responded to within our customer service standard of 20 working days.

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 6 stage three complaints were received, all of which were responded to within standard.

Ombudsman

Table J shows the status of Ombudsman complaints for 2013/14 as of 13th January 2014. During this quarter, one premature complaint was received and was passed to the authority to put through the complaints system, one decision was received 'Not in jurisdiction (OJ) and discretion to investigate not exercised'. The outstanding investigation, from the period 2012/13 was received in this period, and the LGO's decision was 'Investigation complete and appropriate to issue a report (S30 (1)) - maladministration/ service failure causing injustice'.

Performance

The target of 100% has been achieved for responding to stage two complaints within 20 working days this quarter, making the cumulative performance 99% to date.

ISSUES/OPTIONS FOR CONSIDERATION

None

IMPLICATIONS

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

RECOMMENDATION(S)

1. 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 01/10/13 – 31/12/13

Table B: Compliments summary by department 2013/14

Table C: Comments summary for the period 01/10/13 – 31/12/13

Table D: Comments summary by department 2013/14

Table E: Stage one complaints summary for the period 01/10/13 – 31/12/13

Table F: Stage one complaints summary by department 2013/14

Table G: Stage two complaints summary for the period 01/10/13 – 31/12/13

Table H: Stage two complaints summary by department 2013/14

Table I: Stage three complaints summary for the period 01/10/13 – 31/12/13

Table J: Ombudsman complaints summary for 2013/14

FILE REFERENCE: - N/A

SOURCE DOCUMENT: - N/A

Table A: COMPLIMENTS SUMMARY 01/10/13 – 24/12/13

Date Received	Area	Summary of Compliment	Departments Involved
04/10/13	South Normanton	Thanks to the Assistant Joint Director of Leisure and Customer Service Support Officer for the help and support in relation to keeping member of HM Forces updated with information	Leisure Customer Service
07/10/13	Derby	Thanks to Admin Assistant for help and assistance	Economic Growth
07/10/13	Pleasley	Thanks to Business Estates Manager with regard to new access keys	Economic Growth
07/10/13	New Houghton	Thanks to Burgundy Bin operatives who never leave a mess	Streetscene Services
07/10/13	New Houghton	Thanks to Repairs Operative who replace lock to front door	Housing
10/10/13	Glapwell	Operatives who carried out Welfare adaption were brilliant, good and polite	Housing
11/10/13	Shirebrook	Thanks to Customer Advisor and Repairs Operatives for arranging heating repair so quickly	Customer Service Housing
21/10/13	Shirebrook	Thanks to the Contact Centre staff and Repairs Operatives for their help and professionalism	Customer Service Housing
22/10/13	New Houghton	Thanks to Customer Advisor who went the extra mile to resolve their lack of heating issue	Customer Service
29/10/13	Langwith Junction	Thanks to Contact Centre service and Repairs Operatives for swift resolution of repairs	Customer Service Housing
29/10/13	Bolsover	Thanks to Contact Centre service and Streetscene Services for swift clearing up of leaves	Customer Service Streetscene Services
27/11/13	Glapwell	Very grateful for new bus shelter	Economic Growth
29/11/13	Creswell	Had a problem with contractor repair which was sorted out by an Officer in Regeneration	Economic Growth
29/11/13	Bolsover	Speedy response to repairs, well done to Contact Centres and Repairs Operatives	Customer Service Housing
06/12/13	Whitwell	Thanks to the Repairs Operatives who fitted the handrails - well done	Housing
17/12/13	Barlborough	Thanks to Repairs Operatives who attended her property	Housing
18/12/13	New Houghton	Thank you to Grounds Maintenance Operatives who made a lovely job of her garden (assisted grounds maintenance scheme)	Streetscene Services

Table B: Compliments Summary by Department 2013/14

Department/Section	01/04/13 – 30/06/13	01/07/13 – 30/09/13	01/10/13– 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
CEO/ CEPT	8	2			10
Customer Services	17	7	7		31
Community Services		1			1
Democratic Services					
Environmental Health	1	4			5
Finance					
Housing	7	2	8		17
Legal					
Leisure	13	4	1		18
Planning		1			1
Economic Growth	9		4		13
Revenues & Benefits	2	1			3
Strategy & Performance	1				1
Streetscene Services	9	7	3		19
Totals	67	29	23		119

Table C: SUMMARY OF COMMENTS 01/10/13 – 31/12/13

Date Received	Area	Summary of Comment	Departments Involved	Date Response Sent	No of work days	Summary of Response
04/10/13	Shirebrook	Comments in relation to how regeneration funding is to be spent	Economic Growth	28/10/13	15	Explanation of development in Shirebrook
24/10/13	Tibshelf	Asking questions regarding which items can be recycled	Streetscene Services	19/11/13	17	Rationale behind what waste can go into 'green' recycling bin
17/10/13	South Normanton	Would like direct debit set up facility on website	Customer Service Revenues & Benefits	5/11/13	13	Advised of range of methods of payments
23/10/13	Whitwell	Wants to know why cleaning company did not get contract	Finance	6/11/13	14	Explanation of how the Council procures on both price and quality
18/11/13	Bolsover	Bolsover land development and appropriation	Economic Growth	22/11/13	4	Explanation about sequence of events, i.e. the appropriation was carried out a year before the decision to develop the land
18/11/13	Bolsover	Bolsover land development and appropriation	Economic Growth	22/11/13	4	Explanation about sequence of events, i.e. the appropriation was carried out a year before the decision to develop the land
20/11/13	Bolsover	Bolsover land development and appropriation	Economic Growth	13/12/13	6	Explanation about sequence of events, i.e. the appropriation was carried out a year before the decision to develop the land
20/11/13	Bolsover	Bolsover land development and appropriation	Economic Growth	13/12/13	6	Explanation about sequence of events, i.e. the appropriation was carried out a year before the decision to develop the land

Table C: SUMMARY OF COMMENTS 01/10/13 – 31/12/13

Date Received	Area	Summary of Comment	Departments Involved	Date Response Sent	No of work days	Summary of Response
15/11/13	Bolsover	Covenant on land at Bolsover	Legal	22/11/13	5	Developers aware of all covenants on land
22/11/13	Glapwell	Ongoing problems with people parking on grassed area	Housing	18/12/13	18	Driving over the pavement comes under the jurisdiction of the Police – the issue has been passed to the Safer Neighbourhoods Team
02/12/13	Bolsover	Leaflets regarding dog fouling are a waste of tax payers money	Environmental Health	19/12/13	13	Explanation of targetted patrols and raising awareness
10/12/13	Clowne	Felt should have been contacted prior to visit from gentleman on behalf of contractors who are carrying out a survey on behalf of the Council	Housing	23/12/13	9	Surveyor working for Council, no appointments made, but no obligation on tenants to take part
18/12/13	Bolsover	Not happy in relation to the response to another requester's FOI request	Strategy & Performance Legal	13/1/14	12	LGO found fault in relation to the Council not holding information, however no further injustice
23/12/13	Clowne	Please amend advice list for recycling	Streetscene Services	20/1/14	14	List to be amended to make more customer friendly

Table D: Comments Summary by Department 2013/14

Department/Section	01/04/13 – 30/06/13			01/07/13 – 30/09/13			01/10/13– 31/12/13			04/01/14 – 31/03/14			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
CEO/ CEPT															
Customer Service	1	1					1	1					2	2	
Community Services															
Democratic Services															
Environmental Health	1	1		1	1		1	1					3	3	
Finance	1	1		1		1	1	1					3	2	1
Housing	2	2		5	5		2	2					9	9	
Legal							2	2					2	2	
Leisure	2	2											2	2	
Planning	1	1											1	1	
Economic Growth	3	3		1	1		5	5					9	9	
Revenues & Benefits	5	5		2	2		1	1					8	8	
Strategy & Performance	1	1					1	1					2	2	
Streetscene Services	3	3		1	1		2	2					6	6	
Total	20	20		11	10	1	16	16					47	46	1

Table E: Summary of Stage One Complaints 01/10/13 – 31/12/13						
Date Received	Area	Summary of Complaint	Departments Involved	Date Resolved/ Or Progressed to Stage 2 Complaint	No of work days	Remedy
01.10.13	Shuttlewood	The manner of Revenues & Benefits Officers, also asks why they are requested to complete numerous benefit forms	Revenues & Benefits	Resolved by service area	0	Contact made by Revenues Officer and incident discussed
01.10.13	Tibshelf	Contractor not completed work	Housing	Resolved by service area	44	Email sent to contractor (who stated they hadn't received first email request) to visit tenant
03.10.13	Langwith Junction	Missed Green Bin - no fault of customer requesting a return to empty	Streetscene Services (Refuse)	Resolved by Contact Centre Manager	1	Collection of bin arranged for the following week
04.10.13	Bolsover	Contractors left gate open and the tenants dog escaped	Housing	Resolved by service area	3	Contact made to customer and apology given
04.10.13	Bolsover	Tenant has been waiting for guttering repairs	Housing	Resolved by service area	1	Work is scheduled
04.10.13	Bolsover	Contractor not completed work	Housing	Resolved by service area	3	Email sent to contractor
10.10.13	Bolsover	Trees requiring cutting back - requested 3 times previously	Streetscene Services (Grounds Maintenance)	Resolved by service area	5	Visit made to customer advised not BDC responsibility

10.10.13	Shirebrook	Poor standard of work done to kitchen ceiling	Housing	Resolved by service area	21	Work rearranged with contractor
16.10.13	Bolsover	Tenant waiting for replacement radiator	Housing	Resolved by service area	0	Repair raised on system
24.10.13	South Normanton	Tenant not happy with the walls or plaster at the property	Housing	Resolved by service area	0	Inspection carried out at the property
25.10.13	Shirebrook	Choice Based Lettings took photos of property whilst still within notice period of a deceased tenant	Housing	Resolved by service area	1	Contacted by department
25.10.13	Tibshelf	Complaint regarding Housing Survey Officers	Housing	Resolved by service area	5	Contacted by department
29.10.13	Astwith	Bin not emptied due to contamination - plastic bags	Streetscene Services (Refuse)	Resolved by service area	7	Resident advised of items accepted for recycling
01.11.13	South Normanton	Complaint about Refuse Operatives (Contractor)	Streetscene Services (Refuse)	Resolved by service area	15	Contacted by department
04.11.13	Shirebrook	Road Sweeper caused hazard on pavement with leaves as blown onto pavements	Streetscene Services (Grounds Maintenance)	Case closed	19	Unable to contact customer, carded, waiting response from customer
04.11.13	Clowne	Water Ingress through door	Housing	Resolved by service area	1	Repairs raised on system
07.11.13	South Normanton	Customer not happy about providing evidence to qualify for larger bin	Streetscene Services (Refuse)	Case closed	6	Unable to make contact with customer - case closed
08.11.13	Bolsover	Customer unhappy regarding Recycling	Streetscene Services	Resolved by service area	1	Resident advised of items accepted for

		Policy	(Refuse)			recycling
08.11.13	Bolsover	Bin Caddy not emptied due to contamination customer removed but crew did not empty	Streetscene Services (Refuse)	Resolved by service area	1	Contacted by department
06.11.13	South Normanton	Not happy with poor standard of work done to concrete path and not advised of work being done prior to visit	Housing	Resolved by service area	31	Contacted by department and apology given regarding lack of communication
12.11.13	Out of Area	Message left regarding Bin Collections	Contact Centre	Escalated	1	Forwarded to Customer Service to send a complaints form out
12.11.13	Pinxton	Complaint regarding leaving leaflets in top of bins - not posting	Streetscene Services (Refuse)	Resolved by service area	8	Contacted by department
12.11.13	Pinxton	Pressure dropping on boiler	Housing	Resolved by service area	4	Contacted by department to rearrange repair (tenant carded 3 time previously)
14.11.13	Bolsover	Mould throughout the property	Housing	Resolved by service area	4	Inspection carried out at the property and advice given
15.11.13	Pinxton	Complaint regarding Benefits Visiting Officer	Revenues & Benefits	Resolved by Contact Centre Manager	1	Customer advised what information was requested at the time of the visit
15.11.13	Clowne	Incorrect advice given to customer regarding missed bin collection	Contact Centre	Case closed	5	Case closed - unable to contact customer. Customer Advisor addressed regarding incorrect

						advice given
18.11.13	Shirebrook	Gas Engineer didn't have ID and refused to do service without a colleague	Housing	Resolved by service area	0	Engineer refused entry by tenant, another operative revisited same day
19.11.13	Pinxton	Refuse lorry mounting kerb damaging grass	Streetscene Services (Refuse)	Resolved by service area	1	Contacted by department
20.11.13	Whitwell	Missed burgundy bin	Streetscene Services (Refuse)	Resolved by service area	3	Collected on the mop up collection
25.11.13	Whitwell	Missed burgundy bin	Streetscene Services (Refuse)	Resolved by Contact Centre Manager	1	Collected on the following day
27.11.13	Hodthorpe	Tenant still waiting for radiator to be fitted following inspection on 10.10.13	Housing	Resolved by service area	7	Radiator ordered & fitted
28.11.13	Hillstown	Mould in property	Housing	Resolved by service area	2	Work raise to clean mould and extractor fan ordered
02.12.13	Bolsover	Damp getting worse	Housing	Resolved by service area	0	Advice given to tenant
02.12.13	Glapwell	Chase up for outstanding repair - grab rail	Housing	Resolved by service area	9	Job completed 12.12.13
04.12.13	Creswell	Tenant not happy with standard of work by Evendine	Housing	Resolved by service area	22	Inspection at property to assess the issues
04.12.13	Creswell	Customer not happy with contamination notice	Streetscene Services (Refuse)	Resolved by service area	1	Contacted by department and advised of recycling

						policy
05.12.13	Langwith Junction	No heating	Housing	Resolved by service area	4	Job completed
05.12.13	Whitwell	Window repair - not happy with work carried out	Housing	Resolved by service area	1	Order raised
06.12.13	Shirebrook	Tenant not happy with Operative's assessment	Housing	Resolved by service area	19	Inspection raised
06.12.13	Pinxton	Mould in bathroom	Housing	Resolved by service area	19	Tenant advised tenant responsibility
11.12.13	Clowne	Complaint regarding Recycling Operatives not collecting once the contamination had been removed	Streetscene Services (Refuse)	Resolved by service area	1	Collected on the mop up collection
12.12.13	Whitwell	Household waste collection missed	Streetscene Services (Refuse)	Resolved by service area	3	Collected on the mop up collection
12.12.13	Creswell	Gutter job out of time	Housing	Resolved by service area	11	Gutters cleaned and request for replacement gutters raised
13.12.13	Whitwell	Roof job out of time	Housing	Resolved by service area	31	Job completed
16.12.13	Shirebrook	Customer wishing to set up Council Tax direct debit but unable to due to recovery action	Revenues & Benefits	Resolved by service area	1	Contacted by department

16.12.13	Tibshelf	Refuse lorry mounting kerb damaging grass	Streetscene Services (Refuse)	Resolved by service area	0	Contacted by department and advised it will be investigated
17.12.13	Barlborough	Missed bin collection and also missed on the mop up collection	Streetscene Services (Refuse)	Resolved by service area	2	Collection arranged and customer informed
17.12.13	South Normanton	Customer not been informed of dual collections	Streetscene Services (Refuse)	Resolved by service area	2	Apology given and calendar sent to customer
17.12.13	Creswell	Complaint regarding Operative entering back of property to leave contaminated bin note	Streetscene Services (Refuse)	Resolved by service area	1	Explanation and apology given to customer
18.12.13	Creswell	Missed bin and complaint about the Christmas collection services	Streetscene Services (Refuse)	Resolved by service area	2	Collected on the mop up collection
18.12.13	South Normanton	Damp at property	Housing	Resolved by service area	0	Inspection by Emergency & Responsive repairs Manager and contractor
19.12.13	Bolsover	Damp at property	Housing	Resolved by service area	7	Survey carried out by contractor
19.12.13	Creswell	Missed household bin	Streetscene Services (Refuse)	Unable to contact customer to advise	1	Collected on the mop up collection
20.12.13	Barlborough	Missed bin and complaint about the Christmas collection services	Streetscene Services (Refuse)	Resolved by service area	1	Collected on the mop up collection

23.12.13	Doe Lea	Missed bin and missed mop up collection	Streetscene Services (Refuse)	Resolved by service area	1	Collected on the mop up collection
----------	---------	---	-------------------------------	--------------------------	---	------------------------------------

Table F: Stage One Complaints Summary by Department 2013/14

Department/Section	01/04/13 – 30/06/13			01/07/13 – 30/09/13			01/10/13 – 31/12/13			04/01/14 – 31/03/14			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
CEO/ CEPT															
Customer Services	3	3		5	5		2	1	1				10	9	1
Community Services	2	2		1	1								3	3	
Democratic Services															
Environmental Health				2	2								2	2	
Finance															
Housing	14	8	6	13	7	6	27	14	13				54	29	25
Legal															
Leisure															
Planning															
Regeneration	1	1		1	1								2	2	
Revenues & Benefits	2	1	1	1	1		3	3					6	5	1
Strategy & Performance															

Streetscene Services (Refuse)	9	9		12	10	2	21	17	4				42	36	6
Streetscene Services (GM)	16	4	12	10	3	7	2		2				28	7	21
Total	47	28	19	45	30	15	55	35	20				147	93	54

Table G: Summary of Stage Two Complaints 01/10/13 – 31/12/13

Date Received	Area	Summary of Complaint	Departments Involved	Date Response Sent	No of work days	Remedy
03/10/13	Shirebrook	Booked a pest control visit but rearranged. Pest Control Officer visited on original date	Environmental Health Contact Centres	31/10/13	20	Apology that message had not been passed accurately - refund arranged
09/10/13	Clowne	Unhappy with planning application	Planning	28/10/13	13	Explanation of what can be considered within the Planning process
09/10/13	Creswell	The way dealt with when rang up regarding electrical upgrade	Housing	15/10/13	4	Apology but advised certain questions need to be asked to ascertain appropriate action is taken
15/10/13	Pleasley Vale	Does not agree that access cards should be limited	Economic Growth	08/11/13	18	Apology and further access cards issued
15/10/13	Doe Lea	Advice given regarding untaxed car	Contact Centres Environmental Health	11/11/13	19	Advice previously given was correct, this is the responsibility of DVLA
17/10/13	Bolsover	Does not agree with development in Bolsover and associated work	Planning Economic Growth Legal	14/11/13	20	Explained rationale for development
23/10/13	Tibshelf	Condition of property when viewed after successfully bidding on it	Housing	20/11/13	20	Void work was being carried out and this was explained to the tenant at the time of the visit
08/10/13	South Normanton	Non payment of housing benefit	Revenues & Benefits	04/11/13	19	Apology for length of time taken to determine claim, however

Table G: Summary of Stage Two Complaints 01/10/13 – 31/12/13

Date Received	Area	Summary of Complaint	Departments Involved	Date Response Sent	No of work days	Remedy
						some information received from the claimant was conflicting
25/10/13	Clowne	The way dealt with when visited the Council Offices	Revenues & Benefits Contact Centres	20/11/13	18	Apology for length of time kept waiting after arriving late for a meeting, however appropriate interview room was not available
09/10/13	Barlborough	Feels developer is not complying with Planning conditions	Planning Environmental Health Housing	04/11/13	18	No planning conditions imposed, consequently there is no breach
28/10/13	Doe Lea	No action regarding large tree outside property despite contacting the council on several occasions	Streetscene Services	01/11/13	4	Joint Streetscene Manager has been out to assess the tree, it does not represent risk of safety, but will benefit from pruning works
29/10/13	Hardstoft	Had unarranged visit from Council Officer	Economic Growth Revenues & Benefits Planning	14/11/13	12	Visiting Officer from Revenues - visit necessary to ascertain business properties still not in use
28/10/13	Pinxton	Has to continually request checks to gas fire as can smell gas (intermittently)	Housing	12/11/13	11	Ongoing dialogue with customer - gas fire to be stripped and monitoring to take place
31/10/13	Bolsover	Lack of response regarding heritage site at Bolsover	Economic Growth Streetscene Services Planning	25/11/13	16	Land is under the tenure of Old Bolsover Town Council
08/10/13	Bolsover	Damage to internal items due to damp	Housing	05/11/13	20	Contractors to carry out a damp survey

Table G: Summary of Stage Two Complaints 01/10/13 – 31/12/13

Date Received	Area	Summary of Complaint	Departments Involved	Date Response Sent	No of work days	Remedy
06/11/13	Whitwell	Damp problems in property and wants to move	Housing	02/12/13	18	Housing stock condition survey to consider what major works are required, will contact tenant regarding transfer request
05/11/13	South Normanton	Council tax being charged on empty property after being told there was no charge	Revenues & Benefits	29/11/13	18	Explanation regarding charge - later assessment resulted in no charge to property
15/11/13	Clowne	Cannot pay Council Tax arrangement	Revenues & Benefits	10/12/13	17	Attachment of earnings is a percentage of earnings and was the only way of recovering the charge
20/11/13	Bolsover	Not happy with the 'sharps' collection and thinks should be able to contact the service direct	Contact Centres Streetscene Services	18/12/13	20	Apology for inconvenience - procedures will be reviewed
25/11/13	Shirebrook	Attitude of officer when contacting Council Offices regarding the entrance road to a garage site	Contact Centres	18/12/13	17	The land in question may be responsibility of Bolsover District Council and additional questions should have been asked to clarify
27/11/13	Bolsover	Doesn't want to pay for heating (district) when not using and warden charge	Housing	02/01/14	20	Housing Needs Officer to contact and discuss options regarding warden charge, heating charge covers the cost for the full year
02/12/13	Glapwell	Objects to the placement of a bus shelter on The Hill Glapwell	Economic Growth	19/12/13	13	Siting of bus stop is the responsibility of DCC

Table G: Summary of Stage Two Complaints 01/10/13 – 31/12/13

Date Received	Area	Summary of Complaint	Departments Involved	Date Response Sent	No of work days	Remedy
03/12/13	Bolsover	Objects to how Council consulted regarding development	Planning	23/12/13	14	Cannot keep residents informed on forthcoming planning applications not yet submitted, responsibility is on individual to look on website etc
03/12/13	South Normanton	Damp problems in property	Housing	03/01/14	16	New system to be trialled at property
03/12/13	Bolsover	Does not agree with sale of land at Bolsover	Economic Growth Planning Legal	03/01/14	16	Decision made by Elected Members so falls out of scope of complaints policy, but specific questions addressed in report which was provided
02/12/13	Glapwell	Objects to the placement of a bus shelter on The Hill Glapwell	Economic Growth	20/12/13	14	Siting of bus stop is the responsibility of DCC
09/12/13	Creswell	Neighbour has put up CCTV and complainant has been told that the Council cannot legally do anything to stop them	Legal Housing	10/01/14	18	Advice given with regard to the Information Commissioner's guidance (which the Council follows) regarding giving permission for the siting of CCTV
10/12/13	Newton	Wants to know why debtor was not considered vulnerable in relation to Council Tax debt	Revenues & Benefits	06/01/14	13	Explanation of the amount of effort has been made to try to resolve this issue prior to bankruptcy action
11/12/13	Langwith	Damp problems in property	Housing	10/01/14	16	Apology damp survey not carried out, now rectified

Table G: Summary of Stage Two Complaints 01/10/13 – 31/12/13

Date Received	Area	Summary of Complaint	Departments Involved	Date Response Sent	No of work days	Remedy
18/12/13	South Normanton	Dissatisfied with response regarding heating in property	Housing	07/01/14	8	Re-iterated response given in April - system will not be replaced while functioning satisfactorily. Engineer will go out and check system is operating as it should
18/12/13	Bolsover	Planning application refers to wrong field	Planning	17/01/14	16	Apology for incorrect address on site notice, all other information correct
19/12/13	Bolsover	Repairs to gable end not satisfactory	Housing	07/01/2014	7	Apology for not keeping tenant informed, repair completed but will be checked for quality
19/12/13	Bolsover	Planning application refers to wrong field	Planning	20/01/14	18	Apology for incorrect address on site notice, all other information correct
19/12/13	Bolsover	Planning application refers to wrong field	Planning	20/01/14	18	Apology for incorrect address on site notice, all other information correct
24/12/13	Bolsover	Ex-spouse wants Council property	Housing	21/01/14	14	Housing Needs Manager dealing direct with applicant, unable to share this personal information with third party (ex-spouse)

Table H - Complaints (Stage 2) Summary by Department 2013/14

Department/Section	01/04/13– 30/06/13			01/07/13– 30/09/13			01/10/13 31/12/13			04/01/14– 31/03/14			Total 2013/14		
	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
CEO/ CEPT															
Customer Service	8	8		5	5		5	5					18	18	
Community Services	2	2											2	2	
Democratic Services															
Environmental Health	1	1		1	1		3	3					5	5	
Finance	2	2											2	2	
Housing	13	13		15	15		12	12					40	40	
Legal	2	1	1	1	1		3	3					6	5	1
Leisure				1	1								1	1	
Planning	5	5		3	3		10	10					18	18	
Procurement															

Economic Growth				2	2		7	7					9	9	
Revenues & Benefits	14	14		11	11		6	6					31	31	
Strategy & Performance	1	1		1	1								2	2	
Streetscene Services	4	4		7	7		3	3					14	14	
Total	52	51	1	47	47		49	49					148	147	1

Table I: Summary of Stage Three Complaints 01/10/13 – 31/12/13

Date Received	Area	Summary of Complaint	Departments Involved	Date Response Sent	No of work days	Remedy
05/11/13	Clowne	Not happy with equipment at Clowne Leisure Centre	Leisure	26/11/13	15	Reiterated advice in Stage Two response - working toward improving leisure facilities at the Arc
21/11/13	Clowne	Not happy with response to stage two complaint regarding the way a planning application was decided	Planning Legal	19/12/13	20	The matters raised by the complainant cannot be considered within the Planning process
08/11/13	Shirebrook	Disputing the advice previously given in relation to debt and debt relief order	Revenues & Benefits Contact Centres Housing	03/12/2013	17	Reiterated response to stage two complaint, advice given in telephone calls made by the claimant to the Benefit Section were in relation to benefit overpayment only, queries regarding housing debt should have been directed to the Housing Department, details of which had been provided previously
21/11/13	Barlborough	Not happy with the Planning decision in relation to retrospective permission	Planning Legal	18/12/13	19	Explanation of Planning process and what can be considered

09/12/13	Bolsover	Delay in submission to Tribunal Service	Revenues & Benefits	18/12/13	7	Apology for length of time taken to prepare case for Tribunal
19/12/13	Clowne	Not happy with response to stage two complaint regarding the way they were dealt with when visiting the offices	Contact Centres Revenues & Benefits	24/01/14	20	Apology if the customer did not realise their ongoing behaviour led to being retained on the EPR, information given in stage two response still accurate and relevant

Table J: Summary of Ombudsman Complaints 2013/14

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 recently 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	20	05/11/2013	Investigation complete and appropriate to issue a report (S30(1)) - maladministration/ service failure in relation to the appropriation of the land
13/12/12	Stanfree	Unhappy with Bolsover District Council Planning Department and Committee deciding on proposed development	Planning	17/12/12	2	21/05/2013	To discontinue investigation - there is no fault in the Council considering the application as it is the proper planning authority
5/4/13	Clowne	Antisocial behaviour during football matches adjacent to property	Leisure Community Services Councillors		20	31/07/2013	Not to pursue as the LGO is happy with the Council's proposed actions

			Reid and Murray-Carr Environmental Health				
6/8/13	Clowne	Complainant says the Council is negligent in allowing a blocked watercourse to allow flooding to her property	Legal Regeneration			06/08/2013	Not in jurisdiction (OJ) and discretion to investigate not exercised
12/8/13	Bolsover	A comment was removed from the council's Facebook webpage	Strategy & Performance Legal			12/08/2013	Not to investigate – as there is insufficient injustice
10/12/13	London	Complainant says Council withheld information in relation to FOI request	Strategy & Performance Legal			10/12/2013	Not in jurisdiction (OJ) and discretion to investigate not exercised
6/2/14	Clowne	Not happy with Planning decision in relation to development of property in a predominantly bungalow area	Planning			06/02/2014	Not to investigate – no evidence of maladministration

Committee:	Executive	Agenda Item No.:	9
Date:	17 March 2014	Status	Open
Category	1. Key decision included in Forward Plan 2. Decision within the functions of Executive		
Subject:	Corporate Plan Targets Quarter 3 (April 2013 - December 2013)		
Report by:	Assistant Director- Customer Service and Improvement		
Other Officers Involved	Relevant Assistant Directors/ Directors/ Heads of Service		
Director	Transformation		
Relevant Portfolio Holder	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 internal and external consultation exercises. The Annual Performance Plan for 2012/13 was completed in July 2013.

Within the report are the performance updates for the period April to December 2013. The targets have been presented to Scrutiny Committee for consideration. The following is an exception report per Corporate Plan Aim.

Community Safety

To date two Community Safety targets have been successfully achieved.

The target to reduce incidences of flytipping, dog fouling and littering is underperforming due to an increase in the number of incidents of flytipping reported. This could have a significant impact on the end of year target and the previous downward trend.

CS 04 - Reduce the incidence of flytipping, dog fouling and littering by 20% by March 2015.	Growth	Failing	December 2013 - Updated 22/1/14 During the 3rd quarter actions have continued but have been affected by staff absences. Details of these actions are available from Environmental Health. The number of incidents for the first 3 quarters are: Q1 + Q2 + Q3: Fly tipping – 138, 221, 259 = 618 Dog Fouling – 64, 62, 57 = 183 Litter – 68, 79, 64 = 211 Predicted to be 5% higher than 2010/11 base line.	Tue-31-Mar-15
---	--------	---------	---	---------------

All other Community Safety targets are reported as on track.

Customer Focused Services

To date four Customer Focused Services targets have been successfully achieved.

The target for 'Right First time is slightly below target.

CFS 08 - Carry out 97% of repairs to Council houses on the first visit (Right First Time) by March 2015.	Operations	On track	December 2013 - Oct 97%, Nov 95%, Dec 95%	Tue-31-Mar-15
--	------------	----------	---	---------------

All other Customer Focused Services targets are reported as on track, including the processing of Housing and Council Tax benefit claims which had been underperforming previously.

Environment

To date two Environment targets have been successfully completed.

The target for reducing waste sent to landfill is still failing against the original target, though it is noted that there is little the Council can do and this will be dealt with as part of the Corporate Plan refresh later in 2014.

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.	Operations	Failing		December 2013 (Q3) Estimated at 132kg waste (403kg over 3 quarters) per household disposed to landfill equivalent to 4,566tonnes and 13,940 tonnes over the 3 quarters. Q3 Estimated is based on 2012\13 (Q3) data due to Waste Data Flow information (WDF) not qualified until ending March 2014	Tue-31-Mar-15
---	------------	---------	--	--	---------------

The target to complete the Core Strategy Development Plan has been successfully achieved this quarter.

E 03 - Complete and adopt the final Core Strategy Development Plan Document by December 2013.	Growth	Achieved		December 2013 - Local Plan Strategy Submitted 18th December 2013. Timescales are now determined by the Planning Inspectorate and are outside the Council's control. Examination hearing currently scheduled for May 2014.	Tue-31-Dec-13
---	--------	----------	--	---	---------------

The target to increase street cleanliness is currently behind target due to an increase in the amount of detritus recorded. Plans are underway within Streetscene to address the issue.

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).	Operations	Failing		December 2013 (Q3) - LEQS inspections found litter levels at 25% and Detritus at 28% of Streets falling below grade B cleanliness standard. Therefore, the average combined E06 performance over Q1 to Q3 periods is 81% of streets\land meeting grade B cleanliness standards at	Tue-31-Mar-15
---	------------	---------	--	---	---------------

			<p>ending December 2013. Significant improvements in performance were achieved in Q2 further to introducing new street cleansing programs. However, improving performance was undermined by severe storms and heavy rains throughout December, which found detritus, increased arising from surface silt washed on to metalled (macadam) surfaces and gales blowing over recycling bins/lids up, resulting in wind strewing litter about the district, all of which coincided with timing of inspection between 11th and 17th December 2013.</p>	
--	--	--	--	--

The target for considering whether the former Coalite site meets the statutory definition of contaminated land had been extended until March 2014 but has been completed this quarter.

E 08 - Consider whether the former Coalite site meets the statutory definition of contaminated land by March 2012	Growth	Achieved (behind target)	<p>December 2013 - 22/01/14 – The review of the draft report with all interested parties has been completed and the final report has been received. The findings of the report are that although there is contamination on the former Coalite site from its previous use, it DOES NOT currently meet the statutory definition of contaminated land. Demolition and removal of hazardous materials is continuing by site owners and possible future planning application for the site is likely in the next few months. Work progressing with NEDDC and Environment Agency and liaison with all</p>	Fri-30-Aug-13
---	--------	--------------------------	--	---------------

			interested parties continuing to ensure a long term sustainable solution	
--	--	--	--	--

All other Environment targets are reported as on track.

Regeneration

To date five Regeneration targets have been successfully achieved.

The target to deliver a retail development at Shirebrook will not be achieved by March 2014 and has been extended to March 2015.

R 07 - Deliver a retail development to Shirebrook Town Centre by March 2014.	Growth	Extended	Feb 2014 - Target extended as agreed by Joint Cabinet/SAMT 4/2/14 to March 2015. December 2013 - Site demolition of the Swan Pub and flats now complete. Planning department awaiting a revised application for a smaller store (as of 21st Jan 2014 no application had been received). The target date for delivery of March 2014 will not be met. The land deal has been completed and capital receipt received by the council.	Mon-31-Mar-15
--	--------	----------	--	---------------

The target to support 60 existing businesses and create 39 new businesses by December 2013 has been completed this quarter. Sixty existing businesses have been supported but to date only 14 have been created. As such this target will be reported in two parts.


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.	Growth	(a) Achieved (b) Failed	December 2013 - (a) No of businesses supported - 60 Achieved (b) No of new businesses created - 14 Failed An increase of 4 on last the quarter based at the Tangent Business Centre: Pisces Training, Fairytale Bridals, Racing Reach Management Risk and Safety Management Services	Tue-31-Dec-13
---	--------	----------------------------	--	---------------

The remaining Regeneration targets are reported as on track.

Social Inclusion

To date five Social Inclusion targets have been successfully achieved.

The target for preventing homelessness is showing as on track, but is still slightly under performing.

SI 02 - Prevent homelessness for more than 50% of people who are facing homelessness each year.	Neighbourhoods	On track		April - Sept 2013 - 117 approaches for advice and assistance and 52 cases were prevented. (44%). This is an improvement from the last quarter. However, still includes live cases from previous quarter.	Tue-31-Mar-15
---	----------------	----------	---	--	---------------

All other Social Inclusion targets are showing as on track.

Strategic Organisational Development

To date one target has been successfully completed.

All other Strategic Organisational Development targets are reported as on track.

IMPLICATIONS

Financial: None within this report.

Legal: None within this report.

Human Resources: None within this report.

RECOMMENDATION(S)

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

REASON FOR DECISION TO BE GIVEN IN ACCORDANCE WITH THE CONSTITUTION

In line with the Executive function.

ATTACHMENTS: No

FILE REFERENCE: ***please complete***

SOURCE DOCUMENT: ***please complete***

Committee:	Executive	Agenda Item No.:	10
Date:	17 th March 2014	Status	Open
Category	2. Decision within the functions of Executive		
Subject:	Consultation Policy		
Report by:	Information & Engagement Manager		
Other Officers Involved	User Engagement Officer		
Director	Joint Executive Director		
Relevant Portfolio Holder	Cabinet Member for Customer Services		

RELEVANT CORPORATE AIMS

CUSTOMER FOCUSED SERVICES – Providing excellent customer focused services

SOCIAL INCLUSION – Promoting fairness, equality and lifelong learning.

STRATEGIC ORGANISATIONAL DEVELOPMENT – Continually improving our organisation.

The development and adoption of a Consultation Policy covering consultation with customers, residents and other key stakeholders ensures that consultation is undertaken fairly, legally and in accordance with best practice principles.

TARGETS

None specifically.

VALUE FOR MONEY

Consultation when carried out effectively can provide information to help us improve and plan the delivery of our services, enhance the relationship between the Council and its key stakeholders and communities, and enhance our reputation. This policy clearly sets out our principles and defines responsibilities for undertaking consultation. Adherence to this policy helps us to achieve these benefits whilst reducing the risks against the potential negative impacts of poorly planned and executed consultation.

THE REPORT

The policy applies to all consultations undertaken by or commissioned by the Authority with employees, councillors, customers, residents, members of the public, businesses, visitors and any other external stakeholders. A separate process led by Human Resources and Payroll exists for employee consultation in relation to pay and conditions.

Bolsover has very good mechanisms in place for undertaking consultation, keeping effective records and holding consultation evidence. To complement these systems it has been recognised that it would be useful to have a formal policy on consultation to:

- Strengthen our commitment to undertaking consultation in accordance with our Duty to Consult and best practice principles.
- Demonstrate our ongoing commitment to Customer Service Excellence of which consultation and engagement are an integral part of the Standard.
- Clearly define responsibilities for consultation.
- Provide clear guidance to ensure that consultation is undertaken fairly and legally.

It needs to be recognised that in the future the Authority may be required to consult on more contentious proposals as a result of reduced funding and making difficult choices. This policy clearly sets out our principles and defines responsibilities for undertaking consultation. Adherence to this policy will help us to achieve the benefits of effective consultation – provision of information to help us improve and plan the delivery of our services, enhance the relationship between the Council and its key stakeholders and communities, and enhance our reputation - whilst reducing the risk against the potential negative impacts of poorly planned and executed consultation, for example, a legal challenge can be brought against a council decision if that decision was informed by consultation which was considered to be unfair or unlawful. A number of public sector authorities have faced legal challenges to their decisions as a consequence of deficiencies within their consultation processes. This can potentially result in a delay in implementing a decision and the costs associated with that.

The policy has been put together from relevant statutory duties and guidance, legal sources and working practice.

The policy focuses on the Gunning principles (see below) and contains a number of important points in relation to these principles.

1. Consultation must take place when the proposal is still at a formative stage;
2. Sufficient reasons must be put forward for the proposal to allow for intelligent consideration and response;
3. Adequate time must be given for consideration and response; and
4. The product of consultation must be conscientiously taken into account.

These principles were established during a school closure case (R v Brent London Borough Council, ex parte Gunning (1986) in which the consultation document was determined to be misleading on the question of cost.

The policy's principles at appendix one has been shaped by these and government guidance.

The policy statement makes reference to the role of Elected Members and the need for relevant Members to be briefed about consultation events and activities.

Elected Members (and senior managers) are also referred to as 'decision-makers' within the policy and have a specific responsibility to:

- To give genuine and conscientious consideration to the representations received through consultation and to take into account when finalising any proposals and making decisions.

The policy has been circulated to Joint Assistant Directors and Middle Managers for consultation over a three week period. The comments received from this exercise have been considered and incorporated especially strengthening the references to the Bolsover Partnership. The policy has also been taken to SAMT.

The policy was taken to the Improvement Scrutiny Committee on 24th February 2014 where its contents were noted.

ISSUES/OPTIONS FOR CONSIDERATION

Comments of the Director (**Delete from final version if no comments received**).

IMPLICATIONS

Financial: None
Legal: None
Human Resources: None

RECOMMENDATION(S)

- 1. That the Consultation Policy be approved**

REASON FOR DECISION TO BE GIVEN IN ACCORDANCE WITH THE CONSTITUTION

To seek formal approval of a Council Policy

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

BOLSOVER DISTRICT COUNCIL

Consultation Policy

Insert Date Month/Year

This Policy addresses the following Corporate Aims (show those which are appropriate to this policy only):



COMMUNITY
SAFETY



CUSTOMER
FOCUSED SERVICES



ENVIRONMENT



REGENERATION



SOCIAL INCLUSION



STRATEGIC ORGANISATIONAL
DEVELOPMENT



Equalities Policy Statement

Bolsover District Council is committed to equalities as an employer and in all the services provided to all sections of the community.

The Council believes that no person should be treated unfairly and is committed to eliminate all forms of discrimination in compliance with its Equality Policy.

The Council also has due regard to eliminate discrimination and to proactively promote equality of opportunity and good relations between persons of different groups when performing its functions.

Access for all

If you need help understanding this document or require a larger print or translation, please contact us on the telephone number at the bottom of the page.

Jeśli potrzebują Państwo pomocy w zrozumieniu tego dokumentu lub jeśli chcieliby Państwo otrzymać jego tłumaczenie czy też wersję dużym drukiem, proszę się z nami skontaktować pod numerem telefonu podanym na dole strony.

Nel caso in cui si abbia bisogno di aiuto per comprendere il presente documento o si necessiti di un documento stampato in un formato più grande o di una traduzione, contattateci al numero di telefono riportato in fondo alla pagina.

倘若您需要幫助瞭解本檔的內容，或需要提供大字體格式或翻譯件，請按照頁面底端的電話號碼聯絡我們。

اگر آپ کو یہ دستاویز سمجھنے میں مدد کی ضرورت ہو یا یہ بڑے حروف یا ترجمہ کی شکل میں درکار ہو تو برائے مہربانی اس صفحے کے آخر میں دیے گئے نمبر پر ہم سے رابطہ کریں۔



..... Department:

Minicom:01246 242450 Fax:01246 242423

Website:www.bolsover.gov.uk

CONTROL SHEET

Document Details	Comments / Confirmation (To be updated as the policy progresses)
Title	Consultation Policy
Document type – i.e. draft or final version	Final
Author of Policy	Information & Engagement Manager
Location of Policy – i.e. L-drive	L:Drive
Member route for approval	Improvement Scrutiny Committee
Cabinet Member (if applicable)	
Risk Assessment completed (if applicable)	
Date Equality Impact Assessment approved	4 th February 2014
Partnership involvement (if applicable)	
Policy Approval i.e. Executive/ Council Planning Committee	Executive
Date Approved	
Date Policy due for review (maximum three years)	March 2017
Date forwarded to Strategy and Performance (to include on Intranet and Internet if applicable to the public)	

CONTENTS

- 1. Introduction**
- 2. Scope of the Policy**
- 3. Principles of the Policy**
- 4. The Policy Statement**
- 5. Responsibility for implementing the Policy**
- 6. Glossary of Terms**
- 7. Appendices**

Consultation Policy

1. Introduction

Consultation is the process by which we seek advice, information and opinions about our strategies, policies and services to inform our decision-making and design good services. This includes many familiar activities such as surveys, public meetings and user and resident forums. We make decisions influenced by the knowledge we have gathered through consultation.

Effective consultation can help us to:

- Target services at what people want and need
- Plan services better to give users what they want and expect
- Improve the delivery of services and take up of services
- Test options for service change
- Prioritise services and make better use of limited resources
- Set performance standards relevant to users' need

Local authorities are under a general Duty of Best Value to “make arrangements to secure continuous improvements in the way in which its functions are exercised, having regard to a combination of economy, efficiency and effectiveness.”¹

For the purpose of deciding how to fulfil their Best Value Duty, authorities are under a Duty to Consult² representatives of a wide range of local persons. Authorities must consult representatives of council tax payers and persons liable to pay non-domestic rates, those who use or are likely to use services provided by the authority, and those appearing to the authority to have an interest in any area within which the authority carries out functions.

When considering changing funding to local voluntary and community groups and small businesses the authority should include those organisations in their consultation.³ This should apply at all stages of the commissioning cycle, including when considering the decommissioning of services. Authorities should actively engage the organisation and service users as early as possible before making a decision on the future of the service, any knock-on effects on assets used to provide this service and the wider impact on the local community.

¹ Section 3 of the Local Government Act 1999 (as amended by s137 of the Local Government & Public Involvement in Health Act 2007).

² Section 3(2) of the Local Government Act 1999.

³ Best Value Statutory Guidance September 2011.

It is important to note that whether or not a public body was required to consult, if it does so then the consultation must be carried out fairly and in accordance with the Gunning principles:⁴

5. Consultation must take place when the proposal is still at a formative stage;
6. Sufficient reasons must be put forward for the proposal to allow for intelligent consideration and response;
7. Adequate time must be given for consideration and response; and
8. The product of consultation must be conscientiously taken into account.

The consultation process must be substantively fair and have the appearance of fairness.

Equality and diversity are integral to the consultation process. We need to take on board the public sector equalities duties⁵ not to discriminate and to advance equality of opportunity when undertaking consultation exercises. The general duty requires public authorities to have an adequate evidence base for its decision-making. Consultation and engagement⁶ can assist with developing the evidence base. The specific duties go further and require listed bodies to publish information about the engagement they have undertaken with persons with an interest in furthering the aims of the duty, including the development of equality objectives.

Engagement and consultation is a key strand to the Customer Service Excellence Standard.⁷ This standard sets a national framework which can be used as an improvement tool for those organisations wishing to achieve customer service excellence. There is also the option of seeking formal recognition through the formal assessment process.

2. Scope

This policy applies to all consultations undertaken by or commissioned by the Authority with employees, councillors, customers, residents, members of the public, businesses, visitors and other external stakeholders, for example, other agencies and contractors.

A separate process led by Human Resources and Payroll exists for employee consultation in relation to pay and conditions.

The policy covers all statutory and non-statutory consultations.

⁴ As derived from the court case R v Brent London Borough Council, ex parte Gunning (1985) 84 LGR 168 at 169.

⁵ As contained within the Equality Act 2010.

⁶ Engagement is a broad term intended to cover the whole range of ways in which public authorities interact with their service users and their employees over and above what they do in providing services or within a formal employment relationship. It may be focused on a specific issue or on service delivery or workforce issues more broadly. (Engagement and the equality duty: A guide for public authorities – Equalities and Human Rights Commission).

⁷ The Government's national standard for customer service excellence which is overseen by the Cabinet Office.

3. Principles

The Government's guidance⁸ sets out the principles that Government departments and other public bodies should adopt for engaging stakeholders⁹ when developing policy and legislation. The principles apply to all public bodies.

The governing principle is proportionality of the type and scale of consultation to the potential impacts of the proposal or decision being taken, and thought should be given to achieving real engagement rather than simply following a process.

The guidance goes on to make a number of important points under the following headings:

Subjects of consultation

There may be a number of reasons to consult: to garner views and preferences, to understand possible unintended consequences of a policy or to get views on implementation. It should be part of strengthening policy making and should involve understanding the effects of the policy on those affected. The objectives of any consultation should be clear.

There may be circumstances where consultation is not appropriate, for example, for minor or technical amendments to regulation or existing policy frameworks or where adequate consultation has taken place at an earlier stage. However, longer and more detailed consultation will be needed in situations where smaller, more vulnerable organisations such as small charities could be affected.

Timing of consultation

Engagement should begin early in policy development when the policy is still under consideration and views can genuinely be taken into account. There are several stages of policy development and it may be appropriate to engage in different ways at different stages.

Timeframes for consultation should be proportionate and realistic to allow stakeholders sufficient time to provide a considered response. The amount of time required will depend on the nature and impact of the proposal, for example, the diversity of interested parties or the complexity of the issue, or external events, and might typically vary between two and twelve weeks. The capacity of the groups being consulted to respond should also be taken into consideration.

Making information useful and accessible

⁸ The Cabinet Office produced a new set of Consultation Principles in July 2012.

⁹ Refers to all parties who may have an interest in a consultation exercise or could be affected by the proposal being consulted on

It needs to be carefully thought through who needs to be consulted and that the consultation captures the full range of stakeholders affected. Information needs to be disseminated and presented in a way likely to be accessible and useful to the stakeholders with a substantial interest in the subject matter.

Information provided to stakeholders should be in an easily understandable format, use plain language and clarify the key issues, particularly where the consultation deals with complex subject matter. Consideration should be given to more informal ways of engaging that may be appropriate, for example, email or web-based forums, public meetings, working groups, focus groups, and surveys, rather than always reverting to a written consultation. The medium should be appropriate for the subject and those being consulted.

Transparency and feedback

The objectives of the consultation process should be clear. To avoid creating unrealistic expectations, any aspects of the proposal that have already been finalised and will not be subject to change should be clearly stated. Being clear about the areas of policy on which views are sought will also increase the usefulness of responses.

Sufficient information should be made available to stakeholders to enable them to make informed comments. Relevant documentation should normally be posted online to enhance accessibility and reuse.

Consultation and legitimate expectations

Based on the Gunning principles a number of important points taken from legal sources¹⁰ are noted below:

Proposal at a formative stage

The decision maker cannot consult on a decision that it has already made. It would be unfair to do so but also pointless.

This principle does not mean that the decision-maker has to consult on all possible options of achieving a particular objective. A decision-maker can consult on a 'preferred option' so long as it is prepared to change course if persuaded to do so subject to the outcome of consultations.

Sufficient reasons to allow for intelligent consideration and response

Consultees should be made aware of the basis on which a proposal for consultation has been considered and will thereafter be considered. Those consulted should be aware of the criteria that will be applied when considering proposals and what factors will be considered decisive or of substantial importance at the end of the process.

¹⁰ Consultation and legitimate expectations by Clive Sheldon QC, January 2012, Consultation by Jonathan Auburn, 4-5 Gray's Inn Square, London, 2012.

Consultees must be given sufficient information to enable them properly to understand the proposal and respond to it.

If information provided to consultees is incorrect or misleading, or does not give the true reasons for putting forward the relevant proposals, then this may constitute a sufficient flaw in the consultation process to lead to a quashing of the subsequent decision.¹¹

Although there is no general obligation to disclose unpublished internal advice or representations from other consultees, that remains subject to the overarching requirement to give sufficient reasons for consultees to be able to respond intelligently. If a proposal has been informed by private representations, those representations should be made available to consultees.

Adequate time for consideration and response

Unless statutory time requirements are prescribed, there is no necessary time frame within which the consultation must take place. If a decision-maker wishes to depart from its policy on time-frame (where it has one) then it should have a good reason for doing so. Otherwise it may be guilty of a breach of a legitimate expectation that the policy will be adhered to.

Decision-makers will have to form a judgement as to what period of time is appropriate for the consultation exercise in issue. Where there has been prior discussion about the issue then it may reasonably decide to limit the time for formal consultation. On the other hand, where the information to be disclosed is complex, or not well known to those consulted upon, it may consider that a greater period of consultation is called for.

The product of consultation must be conscientiously taken into account

The decision-maker must give genuine and conscientious consideration to the representations received. The product of the consultation exercise must be taken into account in finalising any proposals. The decision-maker must embark on the consultation process prepared to change course if persuaded by that consultation process to do so.¹²

The decision-maker does not have to read personally every response provided in the consultation process. However, where a summary is provided, this will need to be comprehensive and accurate. It is always sensible to make available to the decision-maker all of the underlying materials, so that they can access them if they wish.

A set of key principles for consultation by the Authority, drawn from best practice and guidance, are included in Appendix 1.

¹¹ e.g. *R v Brent London Borough Council, ex parte Gunning* (1986) – a school closure case in which the consultation document was misleading on the question of cost.

¹² *R v Brent London Borough Council, ex parte Gunning* (1986).

4. Statement

Taking into consideration the above principles each year an Engagement Plan will be put together of the external consultation activity planned for the financial year including external satisfaction measurement activities.

The plan will provide a centralised source of information for use by employees, partners and Elected Members. A version of the plan will also be published on the website as a way of raising awareness of upcoming consultation events and activities.

The plan will contain a mix of regular consultation groups such as the Young Voice (Youth Council) and consultation events such as the Equalities event held every two years, as well as one-off consultations identified as being required within the financial year.

In spring each service area will be asked each year to consider their consultation requirements and to provide relevant details for the plan. Each autumn the plan will be reviewed and updated to reflect any changes to planned consultations and to provide evidence for completed consultations. At the end of each financial year the plan will be fully updated and evidenced.

At the important times of the plan's life cycle a progress report will be taken to the Improvement Group¹³ to ensure that information, learning and best practice is gained from consultation activities.

A consultation proposal form will need to be completed in respect of each new consultation proposal.

http://ericssrv.bolsover.gov.uk/intranet/index.php?option=com_remository&Itemid=755&func=startdown&id=84

This will enable all key aspects of the consultation to be considered, for example, who to consult, what information to provide, how best to consult, timescale, and planned in good time. It is essential that any consultation proposal form is completed before the consultation process begins to enable the consultation principles to be adhered to and to give the User Engagement Officer adequate time to consider the proposals and to provide advice. Ideally covering letters, copies of consultation questions and any other relevant documents will need to be submitted also.

The User Engagement Officer is also available to provide advice at any stage of a consultation. It is advisable to seek advice early in the process and ideally before you start your consultation especially if you have not undertaken an exercise before. The User Engagement Officer can help you complete the consultation proposal form, provide practical assistance with running consultation events and support with ad-hoc consultation exercises.

¹³ A corporate working group which considers matters relating to Customer Service Excellence, People and Performance, and Equalities and Diversity.

For a significant consultation exercise a working group approach is recommended which includes officers with relevant expertise. From a corporate perspective this is likely to include the Communications Officer and the Equalities Improvement Officer as well as the User Engagement Officer¹⁴. Putting together a consultation plan may be useful to ensure that all key principles have been considered and evidenced.

The Council is committed to consulting with key stakeholder groups and has in place a number of key corporate consultation mechanisms to make this easier:

Residents

The Council has a panel made up of approximately 1000 residents who have agreed to take part in postal surveys. Some panel members have also expressed an interest in participating in face to face consultations and some have expressed interest in specific topics. The panel is broadly representative of the district's demographic profile (for over 18's).

Young People

The Council has a youth council called the Young Voice which is made up of 36 youth councillors (aged 11 to 16). Six elected pupils from each secondary school within the district (Frederick Gent, Heritage High, Tibshelf, Shirebrook Academy, Stubbin Wood and Bolsover) make up the youth council. The aims of The Young Voice are to build on existing consultation with young people to inform improvements to service delivery, to engage young people in Bolsover in local democratic processes and institutions, to provide schools with a learning tool to enhance the teaching of citizenship and to develop a positive image of young people.

Older and Disabled People

The Council has an Equality Panel which consists of a small number of older and/or disabled people. The Panel helps us to meet our statutory equality duties to involve and consult with individuals and interest groups. The Equality Panel has an important role in scrutinising some of our Equality Impact Assessments, which are a tool for driving service improvements. They also provide feedback on their experience of our services.

A list of consultation methods is contained at Appendix 2.

The Equalities Improvement Officer maintains a database of local voluntary groups which may be useful for identifying relevant stakeholders for some consultation exercises.

In addition the Council can utilise its local partnership mechanisms to raise awareness of consultation, and tap into established networks to widen stakeholder involvement and participation.

¹⁴ Officers located within the Customer Service and Improvement Department

Partners

Bolsover district has a strong and effective local partnership “Bolsover Partnership” comprising of four sectors (Public, Private, Community and Voluntary) who come together collectively or as individual thematic groups to drive local regeneration and service improvement. The Partnership also seeks to influence policy change or Government legislation through wide engagement of the above sectors to the benefit of the local community.

Community Voluntary Partners

Community Voluntary Partners are the Infrastructure Organisation for the community and voluntary sectors for the district and a key member of the Bolsover Partnership. They are a local organisation funded by the Council¹⁵ and covered by a Service Level Agreement which ensures they provide a route of consultation in all aspects affecting local communities across the district. They can provide a consultation route on behalf of the Council to local communities affected by any consultation proposal.

Elected Members have a role in both representing the Council and representing their community. As such it is important that relevant Cabinet Members are briefed about consultation events and activities within their remit and relevant Members are briefed about any consultation events and activities scheduled to take place locally in their ward. This will help ensure that relevant Members are suitably informed and enhance the public perception that the Council acts coherently.

The consultation process has strong links with equalities – could the proposal potentially have any equality impacts and the implications for the consultation exercise as a result, the need to ensure that the consultation exercise is accessible to all through use of the equalities statement, practical consideration of venues and paying for travel and other expenses are all relevant factors which may need consideration. Reference to the relevant corporate equalities documents is recommended.

Effective communication is also essential for a successful consultation exercise – clear and understandable information at each stage of the consultation process not only adheres to our principles but makes for a meaningful exercise which more people will hopefully participate in. This will require an effective communications plan including all relevant stakeholders both internal and external to the Council. It is advisable to inform the Communications Officer early in the process to maximise the benefits from communication. Reference to the Approval Route for Communication (User Engagement and Customer Satisfaction) is also recommended - http://ericssrv.bolsover.gov.uk/intranet/index.php?option=com_remository&Itemid=755&func=fileinfo&id=34.

¹⁵ Receives grant funding from the Council - <http://www.bolsover.gov.uk/data-transparency.html>

Data protection considerations need to be taken into account also. If we are collecting personal information through a consultation exercise then we need to ensure that a relevant 'fair obtaining' notice is included notifying the consultee of how this information is to be used. The guidance on the use of fair obtaining notices contains further information.

5. Responsibility for Implementation

A good understanding of the policy will ensure that consultation exercises are carried out consistently and fairly throughout the Authority.

The Customer Service and Improvement Departmental responsibilities are:

- To provide advice and guidance on consultation matters to Officers, Managers and Elected Members.
- To consider and approve consultation proposals.
- To co-ordinate, update and report on the annual Engagement Plan.
- To maintain a consultation database for external and internal use.
- To deliver and support the Young Voice.
- To deliver and manage the Citizen's Panel.
- To deliver and support the Equalities Panel.
- To support ad-hoc consultation exercises in conjunction with departmental service areas (subject to resources).
- To liaise with the Partnership Team over the use of the local partnership mechanisms (where appropriate).
- To accurately record responses to consultation exercises undertaken, to make recommendations based on those responses and to make available to decision makers in summary form and in full.

Departmental service area responsibilities are:

- To undertake consultation exercises and activity in accordance with the policy.
- For those undertaking their own consultation exercises, to accurately record responses to consultation exercises and to make available to decision makers in summary form and in full.
- To forward all consultation proposals to the User Engagement Officer in good time for consideration and approval.
- To use the consultation results and comments to inform a decision, finalise a proposal or produce an action plan for improvement to service delivery.
- To publicise the results and the actions to be taken following the consultation exercise to the target audience.

Decision Maker responsibilities are:

- To give genuine and conscientious consideration to the representations received through consultation and to take into account when finalising any proposals and making decisions.

Improvement Group responsibilities are:

- To consider and approve corporate consultation proposals.
- To receive regular reports on consultation exercises undertaken and their results via Engagement Plan and Customer Service Excellence reporting.
- To share and learn from best practice.

6. Glossary of terms

Consultees/Stakeholders – Refers to all parties who may have an interest in a consultation exercise or could be affected by the proposal being consulted on. All those whom we need to ensure have an opportunity to participate in a consultation exercise.

Decision Makers – Those parties who will be using the outcome of a consultation exercise together with other information to make a decision, finalise a proposal or agree actions for improvement. Decision makers will usually be senior managers or elected Members.

7. Appendices

Appendix 1 Consultation Principles

Appendix 2 Consultation Methods

Appendix 1 - Consultation Principles

When consulting we will ensure that the following key principles are adhered to:

- When we have identified a need to consult we will consult early in the process when the issue is still under consideration.
- Raising public expectations of action or change by consulting on issues outside of the Authority's remit or control will be avoided.
- Resources allocated to the consultation exercise will appropriately reflect the potential impacts of the proposal or the decision being taken.
- The purpose and scope of each consultation exercise we undertake will be clearly communicated from the outset and the reasons why we are seeking views outlined. We will state if any aspects have already been finalised and will not be subject to change.
- Careful consideration will be given to whom needs to be consulted including 'hard to reach' groups such young people, ethnic minorities and people with disabilities to ensure that a full range of stakeholders is included.
- We will provide information to stakeholders in an easily understandable format, use plain english, avoid jargon, and clarify the key issues. Where appropriate alternative formats such as braille, large print, tape and minority languages will be used.
- We will make available sufficient information to enable stakeholders to make informed comments.
- We will carefully consider how best to consult and use a range of consultation tools and techniques including informal ways such as on-line engagement, focus groups to ensure that the approach is appropriate for the consultation subject and intended audience.
- Consultees will be given sufficient time to respond to our consultation exercises. We will consider the nature and impact of the proposal and typically allow between two and twelve weeks depending on the complexity of the issue and diversity of interested parties.
- We will give genuine and conscientious consideration to the representations received through consultation. The outcomes of consultation exercises will be taken into account by decision makers when finalising any proposals and making decisions.
- Responses to consultation exercises will be accurately recorded and made available to decision makers in summary form and in full. They will also be kept for audit and inspection purposes in accordance with our corporate retention guidelines.
- Consultation participants will be given clear, accurate and timely feedback as to the overall results of the consultation exercise to which they contributed and the actions or decisions taken.

Appendix 2 – Consultation Methods

Corporate Groups/Mechanisms

Young Voice

The Young Voice is made up of 36 youth councillors; six elected pupils from each secondary school within the district (Frederick Gent, Heritage High, Tibshelf, Shirebrook Academy, Stubbin Wood and Bolsover). The Young Voice meets formally four times a year (October, January, March and June). The aims of The Young Voice are to build on existing consultation with young people to inform improvements to service delivery, to engage young people in Bolsover in local democratic processes and institutions, to provide schools with a learning tool to enhance the teaching of citizenship and to develop a positive image of young people.

Equality Panel

The Equality Panel consists of a small group of disabled people who are members of the Citizens' Panel. The Panel meets each quarter and helps the Authority meet our statutory equality duties to involve and consult with individuals and interest groups. The Equality Panel has an important role in scrutinising some of our Equality Impact Assessments, which are a tool for driving service improvements. They provide feedback on their experience of our services and 'road test' some of our communications, for example, reviewing our [Customer Service Standards](#).

Citizens' Panel

This is a panel made up of approximately 1000 Bolsover District residents who have agreed to take part in postal surveys. The panel is broadly representative of the district's demographic profile (over 18's). Panel members receive two questionnaires per year from the Authority and two from Derbyshire County Council. We run our surveys in May and November each year. We use a mixture of postal and electronic surveys to suit individual needs. Some panel members have also expressed an interest in participating in face to face consultations and some have expressed interest in specific topics.

Other Common Methods

Paper Surveys

Postal surveys involve sending out a paper based questionnaire to respondents who then complete and return it by a specified date. Paper based self-completion questionnaires, either postal or distributed in another way e.g. hand delivered, deposited in our offices, are one of the most popular survey methods available. They are flexible, easy to administer, relatively cheap and can often be successfully carried out in house. Postal surveys are ideal when those you want to survey are widely dispersed across the district.

On-line Surveys

Electronic surveys are similar to postal questionnaires but can include some 'routing' of questions so that respondents giving one particular answer are led down one route to answer further questions, while respondents giving a different answer are led down another route. Electronic surveys can be loaded onto the website for external consultations and onto the intranet for internal consultations. On-line surveys are ideal for respondents who have email and internet access and also for 'open' consultations where we are seeking views from anyone with an interest in the consultation proposal. They are also the quickest and least expensive form of consultation.

Opinion Meter or StandPoint

The opinion meter is a touch screen electronic service device for short questionnaires and can be deployed in a variety of public locations but is particularly successful in reception areas.

Focus Groups/Workshops

This is a small number of people brought together with a moderator to discuss a specific topic in depth. It is usually between 6 and 12 people with the aim of generating a discussion on a topic and collecting information on the preferences and beliefs of the participants. Using discussion rather than formal questions and answers allows for greater probing of views.

Committee:	Executive	Agenda Item No.:	11
Date:	17 th March 2014	Status	Open
Category	2. Decision within the functions of Executive		
Subject:	Ambition SCR		
Report by:	Assistant Director of Economic Growth		
Other Officers Involved	Chief Executives and Partnership Manager Partnership Consultant Programme Manager		
Director	Chief Executive Officer		
Relevant Portfolio Holder	Deputy Leader of the Council – Cabinet Member for Regeneration Leader of the Council		

RELEVANT CORPORATE AIMS

REGENERATION – Developing healthy, prosperous and sustainable communities. The Ambition SCR initiative will affect the wider determinants of worklessness by commissioning activity that takes account of the effects upon the wellbeing of unemployed 18-24 year olds in local communities in respect of their health, wealth and secure employment; all of which contributes to building sustainable communities in the district.

TARGETS

2,400 young people aged 18-24 (77 in Bolsover district) will be referred to Ambition SCR by Jobcentre Plus for a gateway assessment;

1,650 young people (85 in Bolsover district) will be allocated a key worker and complete an intensive training and career development programme over a period of 12-18 weeks;

38% of young people completing the programme will move into employment (20 in Bolsover district) and, of those, 80% will sustain that employment within the workplace for a period of 26 weeks.

VALUE FOR MONEY

Ambition SCR will lever in additional external resources to provide a bespoke programme which assists young people to gain employment which would support the Council assisting residents with welfare reform changes.

THE REPORT

Ambition SCR is a £5m pilot project aimed at preventing young people (18-24 year olds) at risk of long term unemployment by providing training and then supporting them into work. The funding has been identified as underspend from the Youth Contract. Since the onset of the recession, Sheffield City Region (SCR) has seen a significant increase in youth unemployment and although mirroring the general trend, it remains stubbornly high and the statistics remain stark:

- In the period March 2008 to March 2012 youth unemployment in SCR doubled;
- 8.3% of 18-24 year olds in the city-region were still claiming JSA in July 2013;
- A young adult in the SCR is more than twice as likely as those over the age of 25 to be claiming Jobseekers Allowance (JSA) and in Bassetlaw, Bolsover, Chesterfield and North East Derbyshire the ratio is more than 3:1.

SCR seeks to deliver *Ambition SCR* - a locally determined, employment programme for 18-24 year olds that will:

1. Place 1,500 JSA claimants across the city-region into the labour market in a two-year period, commencing May 2014 with a minimum of 40% securing permanent employment;
2. Exceed the sustained job outcome assumptions for the Work Programme by harnessing the employer networks and public sector jobs leverage that have been developed through the City Deal;
3. Meet a need identified by the City Deal where substantial employer demand for the recruitment of young people has been unlocked but where there is a restricted supply of individuals that businesses consider to be job ready;
4. Establish both effective early intervention for those young adults joining the register for the first time who are at risk of long-term worklessness;
5. Establish a two-step approach to employment for those furthest from the labour market involving pre-employment training in the workplace of 12-18 weeks that utilises SCR's well-developed network of work placements in the public, private and third sector, leading to a sustainable employment opportunity for the job-ready secured through an extensive database of participating employers and negotiated by experienced jobs brokers;
6. Support motivate and 'grip' the young jobseeker by agreeing an immediate job goal, offering a training allowance, providing job survival coaching and adopting a 'whole person' approach that includes the provision of a key worker responsible for supporting and challenging the individual and connecting them to the range of support services that they might need and which are provided by local authorities (LAs) and their partners;
7. Provide in-work support for six months to both the young jobseeker and the employer to improve sustainability and progression in work, and to reduce benefit dependency;
8. Act as a demonstration project capable of testing and refining the delivery mechanism by which the city-region can address employability as part of its Growth Plan (Strategic Economic Plan).

In support of these objectives the SCR has:

- Designed the programme hand in hand with local DWP to address off-flow issues across SCR and to support and complement rather than compete with mainstream programmes;
- Drawn on pilot activity from across the city-region so that the programme builds on what is known to work;
- Sought business advice in shaping the programme to better meet the needs of employers and to best equip young jobseekers with the full range of skills, knowledge, attitudes and behaviours that will improve their chances of employability;
- Connected, at the local level, related programmes, including the Big Lottery's Talent Match initiative and the design of traineeships that strengthen the city-region's approach to youth employment;
- Identified £7.5m match funding from SCR partners as an indication of the premium that they place on tackling youth employment;
- Located the governance of the programme within the LEP's employer-led Skills for Growth Partnership in which all of the relevant stakeholders are represented.

ISSUES FOR CONSIDERATION

SCR has the agreement of central government to deliver Ambition and the contract is in the final stage of negotiation. SCR has requested that each local authority considers its preferred method of delivery for the programme within its area and options available are;

- For Sheffield City Council to deliver the programme through a procurement route;
- To manage the programme locally and deliver in-house;
- To manage the programme locally through a procurement route;
- To deliver the programme in-house and extend services to neighbouring local authorities;
- To deliver the programme through a procured route in partnership with other local authorities.

The current model being proposed is for the Bolsover and North East Derbyshire District Councils to work collaboratively utilising the expertise of both councils with BDC providing the programme management (see Appendix 1 for details) and NEDDC delivering the direct service (see Appendix 2 for details). There is an opportunity for both Chesterfield and Bassetlaw Councils to be part of this approach.

IMPLICATIONS

Financial: SCC has allocated costs and targets to each district and these are appended to this report in Appendix 3. In summary, Bolsover's allocation over a two year period is £151,560 with a target group of 77 claimants supported. NEDDC has a contract value of £164,459 with 82 claimants supported and the combined allocation for Bolsover, Bassetlaw, Chesterfield and North East is £781,986. The programme is due to commence no later than May 2014 (for in-house providers) and will end March 2016. The first years funding will be provided up front.

Project guidance has indicated that project progress will be assessed after 9 months; if the project is not on target then the provider will have three months to turn the work round to

bring it on target. If the provider is not successful then it will be removed from the provider, (without financial claw back) and reallocated to another provider. SCC have agreed that there will be flexibility in programme to broaden the target group should this be a reason for service failure.

Legal: Depending on which delivery option is selected by the Council, a form of agreement will be required with SCR, the level of formality determined by the service provided. Ambition will be delivered across North Derbyshire directly or indirectly through SCR from April 2014 to March 2016. Supporting young people into employment meets the Council's strategic corporate priorities and builds upon work previously and currently undertaken. Risks identified such as a reduced number of referrals from DWP would be mitigated through contractual agreement that no financial penalty would be applied whereby service failure was attributable to reduced referrals, alongside the ability to agree a broadening of the participant catchment group.

Human Resources: Both the programme management and service provision would require additional staff resources for two years, which is funded directly by Ambition SCR. Further information is available in the Appendices. Initially, opportunities for programme delivery will be made available as secondments from across BDC and NEDDC. Appropriate recruitment procedures will be followed.

RECOMMENDATION(S)

1. That Bolsover District Council works collaboratively with North East Derbyshire District Council, utilising the expertise of both Councils as per Appendices 1 and 2.
2. That programme management and delivery for Chesterfield and Bassetlaw is included within this model if the respective Councils wish to share this approach.

Proposal for Bolsover District Council to Programme Manage Ambition SCR

It is proposed that Bolsover District Council takes a lead on behalf of BDC and NEDDC for the programme management and performance of Ambition SCR across Bolsover and North East Derbyshire (potentially Chesterfield and Bassetlaw, but subject to negotiations with respective Councils).

The main areas of responsibility for BDC include:

- Agreeing an Inter-Authority Agreement to mitigate any financial risks for BDC and NEDDC associated with contracting with SCC on each other's behalf and potentially on behalf of Chesterfield Borough Council and Bassetlaw District Council;
- Implementing a performance management system for delivery staff to utilise that provides a framework for reporting to the contract holder;
- Setting up financial systems that will enable accurate and ongoing monitoring of programme spend against forecasted expenditure;
- Agreeing monthly targets against Key Performance Indicators (KPIs) and monitoring progress;
- Establishing a framework of training providers via a procurement exercise to meet identified needs of programme beneficiaries;
- Commissioning specialist training provision as required;
- Reporting monthly/quarterly (as required) to SCC and participating Councils;
- Submitting financial claims and ensuring draw down of funds;
- Fulfilling audit requirements;
- Setting up systems and administering the 'Back to Work' incentives; a key element of the Ambition SCR programme;
- Take a lead on any evaluation requirements
- Attending and contributing to project steering group meetings

It is proposed that the Chief Executives and Partnership Team (CEPT) takes lead responsibility for the above on behalf of BDC and NEDDC. CEPT is well placed to manage this initiative, having managed a number of external funding streams previously awarded to Bolsover district. Furthermore the team has recently taken lead responsibility for the BIG Lottery Talent Match programme on behalf of Bolsover, Chesterfield, North East Derbyshire and Bassetlaw. As Talent Match is aimed at securing positive employment and progression opportunities for 18-24 year olds, it will sit alongside Ambition SCR as a complementary programme and provide economies of scale in terms of management for both councils.

Within the Ambition SCR funding that has been earmarked for both Councils, a proportion will be allocated to programme management. The overall management/delivery costs are still to be finalised and are subject to:

- Confirmation from Chesterfield/Bassetlaw councils of their preferred approach
- Final confirmation of numbers from SCC

An assessment of the impact of the work on the team and the need to buy in/employ additional staff resources will be determined prior to the project starting.

Proposal for North East Derbyshire District Council to Deliver Ambition SCR

The Ambition Model has been developed using best practice from employment initiatives, including NEDDC's Working Community Project and the Family Employment Initiative. The Ambition model can be seen at the end of this Appendix and further detail follows.

It is proposed that this model is delivered using two levels of employees, a Team Leader and Key Workers, depending on the number of local authority areas to be covered.

The Team Leader would be responsible for employer engagement as a work placement is a key feature of this model and it is critical that the right placement is found for the right individual. This will be in addition to managing the Key Workers to ensure that a consistent and co-ordinated approach takes place and to monitor progress so that specific targets are met.

The role of the Key Worker is central to the successful delivery of the programme. The Key Workers would provide intense 1-1 support to the young people prior to employment, during the work placement and in work support for the first 6 months of employment.

To enhance and develop existing skills of employees from NEDDC and BDC, it is proposed that secondment opportunities are provided for these roles. Backfill could be provided using Ambition funding.

The Programme

Referrals will be received from the Department of Work and Pensions by the Team Leader. The young person will be allocated a Key Worker who will undertake an individual assessment using a holistic whole person approach, to look at any personal, attitudinal, social, familial, financial, health and housing issues and barriers to employment that the young person may have. The young person will be signposted, with support, to other agencies with the required expertise, depending on the young person's needs.

An in-depth work focused Individual Development Plan will be developed with the young person to include a career plan and identification of training needs. The Individual Development Plan will have defined activities and agreed timescales and progress of this will be encouraged and monitored by the Key Worker.

As part of their Individual Development Plan, the young person will participate in a Level 2 (equivalent to 5 GCSEs at Grades A* - c) Traineeship which will last for 12 weeks. A Traineeship is an education and training programme, with work experience, that is focussed on giving young people the skills and experience that employers are looking for and helping young people become work ready. This Programme will include careers guidance, literacy and numeracy in addition to motivational and job coaching.

The benefits of the Traineeship for the young people are that they will:

- understand the concept of a career ladder, identify an immediate job goal and agree the milestones and activities necessary to progress
- develop the employability and vocationally-specific skills and qualifications that support these objectives

- acquire the self-confidence, maturity and resilience that increases their chances of job survival
- acquire the work history on which many employers place a premium when selecting new recruits.

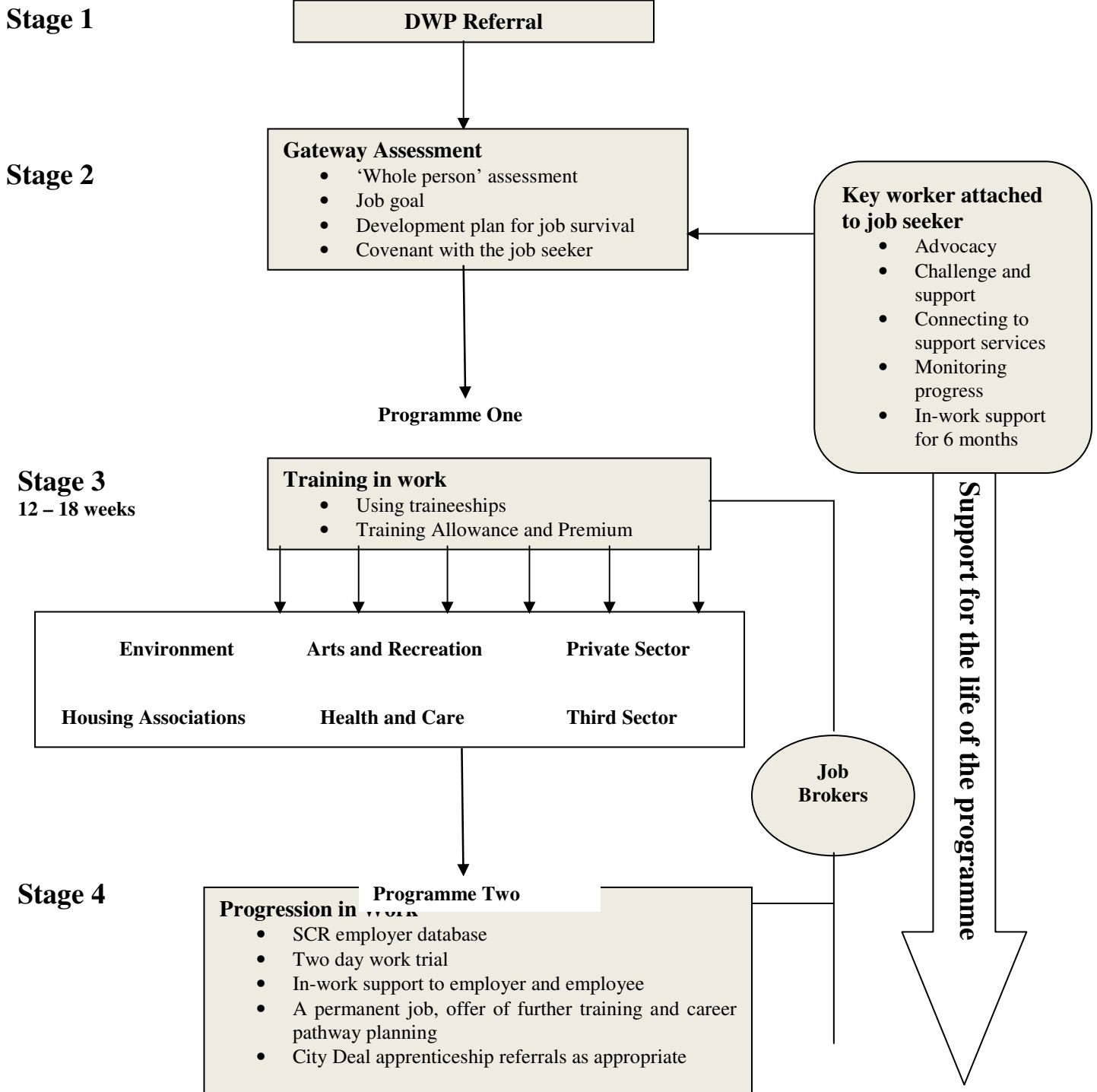
The young person will be with the employer for 2 days per week and will spend 3 days per week in training. The young person will receive support through a mentor in the organisation and their Key Worker throughout their placement with regular review meetings to monitor progress and resolve any issues as they arise. There will be a guaranteed interview, which could be an exit interview, with the employer at the end of the placement. The young person will also gain a formal reference from the employer which will help with future job applications.

The employer will be encouraged to employ the young person after completion of the traineeship and will be incentivised by the Wage Incentive grant (up to £2,275). If the employer chooses not to employ the young person, then further intensive job search support will be provided by the Key Worker. Apprenticeships will also be promoted as an option of employment for the young person and employers will be incentivised to employ apprentices using the Apprentices Grant for Employers (£1,500). If the employer does employ the young person, then continued 1-1 support will be provided by the Key Worker for the young person. A two day work trial can also be offered to the employer before a decision is made regarding employing the young person.

If during the traineeship, further support is required, then the person can undertake a further 6 weeks of training. Alternatively if the young person is work ready and has found employment then they can come off the programme early.

Another key element to the Ambition Programme is to encourage young people to progress whilst they are in employment. Progression can include increasing hours, a temporary position becoming permanent, an increase in duties or promotion. Again the Key Worker will provide support for the young person to encourage them to progress in their first six months of work.

Ambition SCR – Delivery Model



Committee:	Executive	Agenda Item No.:	12
Date:	17 th March 2014	Status	Open
Category	2. Decision within the functions of Executive		
Subject:	South Shirebrook Development Brief		
Report by:	Housing Strategy and Enabling Manager		
Other Officers Involved	Joint Assistant Director of Economic Growth		
Director	Chief Executive		
Relevant Portfolio Holder	Councillor A. Tomlinson, Portfolio Holder for Regeneration		

RELEVANT CORPORATE AIMS

REGENERATION – Improve the standard of housing across the district.
SOCIAL INCLUSION – Ensure that housing across the district meets the needs of all residents.

TARGETS

Develop vibrant town centres and flourishing rural communities.
Deliver £100,000 of New Homes Bonus per annum in the district as part of Local Investment Plan

VALUE FOR MONEY

N/a

THE REPORT

South Shirebrook is a large residential site located to the south of Shirebrook town centre. The site is referenced within the draft Local Plan Strategy as one of the strategic principles for the future planning and development of the town:

“Major residential development at South Shirebrook in accordance with a new masterplan for the site, which seeks to facilitate high quality development within a well-wooded green infrastructure”

The site is currently in the ownership of the Homes and Communities Agency (HCA), having been transferred to the organisation following the closure of the East Midlands Development Agency (EMDA), which previously owned the land. Given the site's size it has been divided into two phases. The first of these, 'residential zone 1', is listed within the HCA's Land Development and Disposal Plan to be released for sale to the market in 2014/15, and will be marketed as Brookvale. This first phase has an area of around 24 hectares.

The Housing Strategy and Enabling Manager has been working in partnership with the HCA to prepare for the disposal of the site. The HCA recognises the strategic importance of the site for both the District and town, and as such agreed to fund work to produce a development brief for the site. Following a competitive tendering process, Atkins Ltd was duly appointed to undertake the work on behalf of the HCA.

The purpose of the work was to:

- provide a strong design concept which reflects both the Council's and HCA's aspirations for the site; and
- promote and market the site to potential developers.

The size and scale of the Brookvale site, and its excellent connections to the town centre, offers a unique opportunity to deliver an attractive new neighbourhood within the town, whilst contributing to the town's ongoing renewal. This is reflected in the vision for the site:

'To create a quality neighbourhood of well designed homes within a generous landscape setting, which responds to the attractive surrounding countryside and provides a positive gateway to the town.'

The site is located on Greenfield land and is adjacent to quality open countryside. This green setting provides the basis of the conceptual masterplan developed by Atkins, which creates a neighbourhood with strong green infrastructure and generous open space. This reflects principles of the Garden City movement, which has seen some renaissance in recent years. The movement is based around residential dwellings being integrated within green streets and open space to develop a quality place which provides the best of both town and country living.

An important element of the work to produce a design concept was to ensure that the design and aspirations for the site are deliverable and viable within current market conditions in Shirebrook. BNP Paribas Real Estate (BNPPRE) therefore worked in partnership with Atkins to test the design for its financial viability.

BNPPRE concluded that Brookvale offers an excellent market opportunity, in a prominent location adjacent to open countryside and good quality recent housing. The viability of Brookvale, and its appeal to the market, is significantly helped by there being no affordable housing or other section 106 requirements, such as highways and education. The affordable housing element was previously paid by EMDA whilst the site was in their ownership, and the funds used to renew Shirebrook Model Village to the east of the site. The remaining planning obligations will be covered in the first instance by the HCA, on the basis that this will be reflected in the value that they receive for the land.

The viability of the development is also being supported through the use of £1.32m of Public Land Investment Fund money (PLIF), which has been secured to deliver road infrastructure into the Brookvale site from one of the two access points already in existence from Meadow Lane. The PLIF will unlock the first phase of residential development, and also make the site more attractive to developer partners by greatly assisting cash flow. 125 new homes will be built on this first phase of the Brookvale site.

Discussions have been on-going between BDC's Planning service and the HCA's appointed consultants, URS, and a planning application for the road infrastructure is being submitted by the HCA in March 2014. A contractor will then be appointed in August 2014, with a start on site anticipated in early Autumn. Works are likely to be on site for a period of 3 months.

ISSUES/OPTIONS FOR CONSIDERATION

The development brief provides an important tool for maximising the potential that Brookvale has for delivering a well designed and quality neighbourhood for Shirebrook. Following 'sign off' of the development brief, the HCA will be progressing with the disposal of the site on the open market. The process for this is summarised below:

- Soft Market Testing to take place in March/April. This will help the HCA to understand the level of interest there may be in the site, but also allow them to informally ask questions of developers to help shape how the site is disposed of, such as whether developers are interested in the first phase only, 50% of the site, the whole site, or if they consider a consortium would be most appropriate.
- The site will be offered to those procured developer partners in both our Northern and Midlands Lots' (meaning we could end up with a 'more local' developer)
- From April onwards the HCA will undertake a two stage process. The opportunity will firstly be offered to all developers on the Panel through an initial enquiry, in order to understand interest and their capacity to bid. If

there is a lot of interest, a sifting brief will then be used in order to select the panel members most suited to bid. The HCA will then tender the site. This whole process could take 4-5 months.

- The HCA must then be in contract with the preferred developer partner by March 2015.

At each stage of the process the HCA have committed to consulting and sharing documents with the appropriate officers at Bolsover District Council, to ensure that the disposal of the site continues to be undertaken in partnership.

The regeneration of Shirebrook town centre is highly complementary to the development of new homes within the area. The council is committed to delivering the wider regeneration of the town and is currently identifying funding which would facilitate this.

IMPLICATIONS

Financial : There are no financial implications.

Legal : There are no legal implications

Human Resources: There are no implications for Human Resources

RECOMMENDATION

1. The Executive endorses the Brookvale development brief for South Shirebrook.
2. The executive notes the HCA's next steps for disposing of the site and approves BDC engagement in this process.

REASON FOR DECISION TO BE GIVEN IN ACCORDANCE WITH THE CONSTITUTION

- Develop vibrant town centres and flourishing rural communities.
- Deliver £100,000 of New Homes Bonus per annum in the district as part of Local Investment Plan

ATTACHMENTS: A copy of Appendix A – Brookvale Development Brief can be found in the various Members' Rooms and on the website

FILE REFERENCE: None

SOURCE DOCUMENT: None

Committee:	Executive	Agenda Item No.:	13
Date:		Status	Open
Category	Decision within the functions of Executive Part of the Budget and Policy Framework		
Subject:	Asbestos survey contract with Interserve		
Report by:	Emergency & Responsive Repairs Manager		
Other Officers Involved	Assistant Property & Estates Manager		
Director	Joint Executive Director of Operations		
Relevant Portfolio Holder	Portfolio Holder for Regeneration		

RELEVANT CORPORATE AIMS

COMMUNITY SAFETY – Ensuring that communities are safe and secure

STRATEGIC ORGANISATIONAL DEVELOPMENT – Continuing improving our organisation.

TARGETS To attain 100% Asbestos survey data for the existing Councils Housing stock

VALUE FOR MONEY

An open tender exercise was undertaken to ensure competitive rates for Asbestos inspections. Interserve were awarded the contract in January 2013 with an initial 2 year contract, with the options of two further extensions of 1 year.

SUMMARY OF ISSUE FOR CONSIDERATION

This report requests an increase in the Asbestos Survey budget from £50,000 to £70,000 for 2014/15 with a proviso that each year the budget will need to increase to accommodate an increase in mandatory asbestos surveys. When 100% of initial surveys are completed the budget can be set for the re-inspections only.

A footnote inserted into the contract stating why the contract value will increase from £50,000 to £70,000 for 2014/15 and thereafter until the end of the existing contract upon which the new tender will take into account the higher contract value.

KEY INFORMATION

Since 2009 the Housing Department, in conjunction with Property Services, have worked with contractors to ensure asbestos surveys are carried out to the housing stock.

Each year 5% of the stock is surveyed, plus each property with a potential risk needs to be re-inspected each year to ensure there has been no deterioration (or until the risk is removed). This means that there is increasing number of inspections needed each year.

The estimated Contract value of £50,000 is not sufficient and will need to increase to £70,000 for 2014/15, with the likelihood of further increases each year based on the number of identified risks. Upon completion of 100% surveys the budget will be readjusted for the re-inspections only.

EVALUATION SUMMARY

As part of the Councils commitment to ensuring asbestos is both identified and managed within its commercial and domestic properties the compliance with Health & Safety Legislation is paramount and as such the budget needs to take this into account.

DECISION

It is recommended that the budget be increased and a copy of this report with a footnote inserted into the contract documentation explaining why the value of works has increased.

IMPLICATIONS

Financial : The costs arising from this contract will be met from within the existing HRA approved budget where offsetting savings will be identified in order to cover the increased costs arising from asbestos surveys.

Legal : That an appropriate tendering process has been followed in accordance with legislation and the Council's Constitution and the updating of appropriate contract documentation.

Under the "Control of Asbestos Regulations 2012" the Council has a legal obligation to ensure all asbestos in commercial properties has been identified, managed and re-inspected every year. Any Asbestos identified in domestic properties must also be re-inspected every year.

Human Resources : None

RECOMMENDATION

1. It is recommended that the budget be met from within the existing approved HRA Budgets and a copy of this report with a footnote inserted into the contract documentation explaining why the value of works has increased.

REASON FOR DECISION TO BE GIVEN IN ACCORDANCE WITH THE CONSTITUTION

Contribute to improving the health of the District

ATTACHMENTS: none

FILE REFERENCE: None

SOURCE DOCUMENT: None

□

Committee:	Executive	Agenda Item No.:	14
Date:	17 March 2014	Status	Open
Subject:	Delivering Differently		
Report by:	Executive Director - Operations		
Other Officers Involved	Chief Executive, Executive Director - Transformation		
Director	Executive Director - Operations		
Relevant Portfolio Holder	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

VALUE FOR MONEY

The work outlined within this report is designed to help ensure that shared services are utilised as a mechanism to provide good value for money to local residents.

1 Background Information

- 1.1 The Council has a well established Strategic Alliance with North East Derbyshire District Council which has secured significant financial savings for Bolsover District Council whilst assisting in protecting service delivery. In addition to the Strategic Alliance the Council participates in a range of partnership working with other local authorities including Bassetlaw, Chesterfield, Derbyshire County Council and Derbyshire Dales District Council. Given the ongoing financial pressures which face local authorities it seems appropriate that the Council should continue to explore all opportunities for joint services or partnership arrangements to secure both financial savings and improved service resilience.
- 1.2 Over recent weeks Officers have been exploring two options for extending the advantages of joint working. The first of these options is that we look to reach agreement to undertake procurement jointly with the Chesterfield Royal Hospital based at Calow in response to the fact that the current procurement consortium has lost some of its key Officers. The second concerns an application to a Government programme Delivering Differently which would have facilitated Bolsover District Council developing opportunities arising from enhanced partnership working with

North East Derbyshire District Council, Chesterfield Borough Council and Derbyshire County Council in order to progress Shared Services / Joint Working as a means of securing financial efficiencies whilst protecting and where possible enhancing services to local residents.

3 Procurement Arrangements

- 3.1 For a number of years the Council has operated within a shared Procurement function with other District Councils. The original host authority for this Joint Working was Bolsover District Council but from July 2013 the host role moved to Bassetlaw. While these arrangements have worked well neither host authority has been able to retain its qualified and experienced procurement staff. This reflects the fact that in the current market qualified and experienced procurement officers are able to command a salary which is significantly above local authority pay scales. Together with North East Derbyshire District Council we are now in the process of moving away from our current procurement arrangements with effect from 31 March 2014.
- 3.2 Officers have explored the available options but at this point in time the favoured option is that we enter Joint Procurement Arrangements with the Chesterfield Royal Hospital at Calow. The Royal Hospital has appropriately qualified and experienced procurement officers including staff with recent local government experience. Given that we are in the final stages of ending our arrangements with Bassetlaw District Council Officers are looking to agree contractual arrangements with the Royal Hospital which would commence with effect from the 1 April 2014. These negotiations are currently being undertaken jointly with North East Derbyshire District Council and it is intended that the contractual arrangements will cover a five year period. Cabinet should however note that Chesterfield Borough Council – which left the current consortium when the host role moved away from Bolsover – is considering whether to become a part of the new arrangements. While it is intended that the consortium with the Royal Hospital will be at the centre of our arrangements from 1 April 2014 we would seek to continue to work closely with a range of other authorities such as Chesterfield – if they decide not to become formal members – Bassetlaw, other Derbyshire Districts and Derbyshire County Council. These informal arrangements would both enhance our purchasing power with suppliers and ensure that the most effective use was made of the limited procurement resource currently available to local authorities.
- 3.3 Given the importance of securing appropriate procurement support at the earliest opportunity both to ensure value for money and to ensure compliance with the procurement legal framework it is recommended that delegated powers be granted to the Chief Executive in consultation with the Leader of the Council to enter into appropriate arrangements with the Chesterfield Royal Hospital. The costs arising from any proposed arrangements will be contained within existing budgets.

4 Enhanced Partnership Working with Chesterfield Borough Council, North East Derbyshire District Council and Derbyshire County Council

- 4.1 Bolsover District Council has significant experience of joint working with other local authorities. Whilst the most high profile of these is the Strategic Alliance with North East Derbyshire District Council there are a range of arrangements which also include Chesterfield Borough Council including the Crematorium, Building Control

and Internal Audit. ICT is shared with Derbyshire Dales District Council, Derbyshire County Council provides Emergency Planning. Our Partnership Team delivers a wide range of activities by operating with local organisations and securing a range of external funding.

- 4.2 Over recent weeks there have been a number of outline in principle discussions between officers of Bolsover, Chesterfield and North East Derbyshire with the County Council concerning opportunities for collaboration on shared property occupation, on a range of specialist support services such as Occupational Health and some operational facilities management work. These discussions are part of a wider process across Derbyshire where consideration is being given as to what benefits could arise from partnership working and joint services in order to meet a range of increasingly challenging financial targets. While a number of areas have been subject to an in principle discussion no firm proposals concerning new initiatives have at this stage been made between the District and County Council operating within Derbyshire.
- 4.3 At the outset of the current year the Government announced the introduction of a programme of work entitled Delivering Differently which was designed to support initiatives which will enable local authorities to explore options for delivering services in a different way to reflect the tighter financial constraints that local authorities are now operating within. The Programme was offering up to 10 local authorities – either individually or in partnership – the opportunity to submit proposals which could secure up to £100,000 of consultancy support to support implementation of such proposals. In response officers at Bolsover District Council, Chesterfield Borough Council, Derbyshire County Council and North East Derbyshire District Council submitted a bid for Delivering Differently funding. While this bid was unsuccessful Officers have continued to undertake work around developing a range of proposals which could secure reductions in costs and improvements in services.
- 4.4. Bolsover District Council in particular has identified a number of opportunities for property sharing arrangements with the County Council. While Members will be aware that we already work with a range of other agencies at South Normanton and Bolsover Contact Centre there are significant further opportunities for property sharing arrangements which should secure significant cost savings for all participants. The opportunities which are currently being explored are as follows:
- The Arc: Chesterfield College who have remained in partial occupation since Bolsover bought the Clowne Building are now in the process of completing their move away from the Clowne Campus and this move will be completed in the near future. Derbyshire County Council has viewed the building and see it as an ideal location for delivering services in this area of the County. Officers are currently in the process of commencing detailed negotiations the outcome of which will be reported back to Executive.
 - Shirebrook Contact Centre : Officers have been aware for some time that the current contact centre at Shirebrook has a range of limitations and requires extensive refurbishment. The main limitation is the amount of space available to accommodate the service which creates issues for effective service delivery. Officers are exploring a number of options for relocating the contact centre and there would be significant advantages arising from a co-location with other public sector agencies if this can be secured.

- DoeLea Depot: As part of the preliminary discussions with Derbyshire County Council we have identified an opportunity to allow access to the stores facility with the County. For the County this would offer significant advantages as there are very limited facilities in the Bolsover area for acquiring general building and related materials. For Bolsover a more intensive use of the facility would lead to reduced costs.
- 4.5. While the bid for Delivering Differently grant support may have been unsuccessful officers have identified a number of areas where shared working around property rationalisation should secure advantages for both Bolsover and our public sector partners. Further detailed work is clearly necessary to fully develop these schemes but on the basis that the current options are progressed Officers are of the view that these could be in place by the summer of 2014. Given the extent of the resources that will be required to be committed to these schemes it is important that Executive is supportive of the broad principles as set out within this report. Executive should note that in addition to committing staff time there will be significant financial investment required to deliver these schemes. In particular securing the County as a tenant at the Arc will require that a significant refurbishment be undertaken of the workshop building currently occupied by the College, while other work – although of a more minor nature – will be required in the main block. Given the nature of the work that it proposed around property rationalisation and property sharing there is a good fit with the objectives of Efficiency Grant and it is therefore proposed that any remaining Efficiency Grant at the end of the current financial year is placed in a reserve to cover the cost of the work as outlined above. A further call of the 2014/15 Efficiency Grant will also be required, however, the options outlined above will result in ongoing revenue savings for Bolsover District Council and will assist in meeting the savings target in the current financial plan. On the basis that Executive are supportive of the broad principles of property rationalisation Officers will continue to progress these workstreams and will bring a further update report back to the next meeting of this Executive. In order to allow work to progress it is, however, recommended that Executive allocate up to £15,000 of Efficiency grant to be allocated to support the undertaking of feasibility work and surveys.
- 4.6 While much of the progress made to date has been around the issue of property rationalisation there is also a willingness amongst all four Councils to explore the opportunities that may be achievable through wider partnership working. In part this arises from the recognition that while property rationalisation will secure efficiencies from the more efficient use of space there would be greater opportunities for efficiency savings if there was agreement to use this to secure joint reception facilities, exploring the options of mobile working from local bases, etc. It is also clear that by pooling staffing resources and expertise that all authorities should benefit from improved service resilience whilst protecting service delivery to local residents. It is, however, clear that to secure these options will require the development of an ethos of partnership working so that each Council is in a better position to specify and negotiate the level of service that it seeks to achieve.
- 4.7 Work to date has identified a potential range of wider opportunities which could be opened up as a result of sharing property. These include the following:
- Sharing of reception facilities, administrative support and facilities management within particular buildings. There are clearly opportunities for the avoidance of duplication and the sharing of costs.

- An option which needs to be considered is that of shared customer services within a building so that local residents can benefit from accessing the full range of local government services from a single point of contact. Clearly there would be significant work involved in achieving this outcome but equally there are realisable efficiency gains together with the potential for offering improved access to services for local residents.
- Working with the County to develop a more joined up service for unemployed local residents which would cover the payment of benefits and help residents back into work. Given that the general thrust of welfare reform is to weaken the role of District Councils this is an important initiative towards ensuring that services continue to be delivered locally.

4.8. Finally, discussions are taking place around joint working in areas such as Occupational Health, building maintenance and related professional skills where sharing resources, or utilising the skills of public sector partners could secure both financial savings and improved service resilience.

4.9. While initial discussions have highlighted a number of areas for joint working the intention is that joint working or shared services would develop on an incremental basis and that each proposal would be the subject of a business case for consideration by Members. Given the financial position facing all public sector organisations operating in our area there is, however, a view that enhanced partnership working is a key opportunity for managing the ongoing financial constraints whilst protecting the level of services to local residents.

5 Other Options Considered and Rejected

5.1 With respect to procurement the Council needs to secure appropriately qualified and experienced support in order to ensure value for money in our procurement arrangements and continued compliance with the legal and best practice framework. At this point in time there is no realistic option other than a Partnership with the Chesterfield Royal Hospital as neither any of the local Districts or the County Council has arrangements in place which could meet our requirements. We will, however, continue to co-operate with a range of local authorities to ensure that we continue to achieve best value from procurement arrangements.

5.2 With respect to the enhanced Partnership working with Chesterfield, North East Derbyshire and Derbyshire County Council it should be noted that this report is to inform Executive of the work that is currently taking place. While the report is requesting that officers be granted delegated powers with respect to Occupational Health and some facilities management contractual work these are currently services which this Council purchases from outside suppliers. Provided that officers work to ensure that this Council secures value for money these are routine procurement arrangements where a clear benefit to this Council of working with the County may be available. The partnership working arrangements in particular would allow this Council to discuss issues around service standards thereby allowing greater flexibility than current arrangements.

6 Risk

6.1 Issues concerning risk are covered throughout this report. Given the level of financial savings which this and other authorities need to secure over the period of

the current Medium Term Financial Plan there will clearly be risks that the authority will be unable to secure the necessary level of savings to balance its budget, or that the savings necessary will have a major detrimental impact upon the services to local residents. The proposals set out within this report are essentially intended to assist in managing these risks by way of partnership working. They are therefore perhaps best viewed as a way of mitigating the risks that the Council faces.

- 6.2 Executive should also note that while the proposals in this report may ultimately require a significant changes to the way in which our services are delivered that the risk arising from these changes will be minimised by the fact that the process is an incremental one underpinned by service reviews and business cases. Elected Members will be required to consider each case of partnership working on its own merits.

7 Financial Implications

- 7.1 There are no additional financial implications arising out of this report at this stage as all proposals and any agreements for Joint Working or Shared Services will be met from within existing Approved Budgets. In order to progress these initiatives it is, however, recommended that an amount of £15,000 to further the progress of these initiatives be allocated from the Efficiency Grant. Executive should note that the use of such funding will be restricted to feasibility type work.

- 7.2 At this stage it is envisaged that the workstreams outlined within this report will secure ongoing financial efficiencies whilst protecting service resilience for all the Council's involved. The property savings in particular are already part of the savings strategy agreed as part of the Council's Medium Term Financial Plan. Any major proposals will be brought back to this Executive for approval prior to entering into any formal arrangements. Such proposals will be supported by detailed Business Cases demonstrating the prospective level of financial efficiencies that are achievable whilst outlining the associated potential impact upon service delivery.

8 Legal Aspects

- 8.1 The Council's legal team will be consulted upon any proposals prior to entering into any arrangements concerning partnership working as outlined within this report.

9 Risk Management Issues

- 9.1 Risk Management Issues are covered throughout the body of the main report.

10 Equalities Issues

- 10.1 There are no equalities issues arising directly out of this report.

11 Human Resource Implications

- 11.1 The Council's HR team will be consulted upon any proposals prior to entering into any arrangements concerning partnership working as outlined within this report.

12 Environmental Considerations

12.1 There are no Environmental Considerations arising directly out of this report.

13 Crime and Disorder/Community Safety Implications

13.1 There are no Crime and Disorder / Community Safety issues arising directly out of this report.

14 Recommendations

14.1 That Members note the report and request that further reports be brought back to consider opportunities for Partnership Working between the District Councils of Bolsover, Chesterfield and North East Derbyshire together with Derbyshire County Council. Such proposals to be considered within the context of a service review and Business Case.

14.2 That Executive notes that discussions with respect to entering into service level agreements with Derbyshire County Council are progressing concerning both certain property management activities and the Occupational Health service and that delegated powers be granted to the Chief Executive in consultation with the Leader of the Council to enter into such arrangements as will secure value for money for this Council.

14.3 That Executive agrees to allow an amount of £15,000 from Efficiency Grant in order to enable feasibility work to be undertaken in order to progress the joint working opportunities identified within this report.

14.4 That any unspent money expenditure from the 2014/15 Efficiency Grant be 'earmarked' towards meeting the cost of the investment necessary in order to secure the savings achievable from enhanced partnership working.

14.5 That delegated powers be granted to the Chief Executive in consultation with the Leader of the Council to enter into contractual arrangements concerning joint working in respect of procurement with the Chesterfield Royal Hospital.

Background Papers

Location

Delivering Differently Submission.

Room 215

Committee:	Executive	Agenda Item No.:	15
Date:	17 th March 2014	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	Joint Executive Director Operations		
Relevant Portfolio Holder	Portfolio Member for Customer Services		

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 £27,717.09 as itemised on the attached schedules.

Bankruptcy/ Liquidation		
No of Accounts	Type of Account	
6	Council Tax	£6,854.77
4	Business Rates	£12,462.89
1	Sundry Debts	£1,443.96
	Total	£20,761.62

No Trace		
No of Accounts	Type of Account	
3	Council Tax	£4,078.23
1	Business Rates	£1,499.46
1	Sundry Debts	£1,377.78
	Total	£6,955.47

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(S)

That approval is given to write off the irrecoverable items including costs amounting to £27,717.09 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>Account Balance</u>	<u>Liabile From</u>	<u>Liabile To</u>	<u>Bill Balance</u>
1	900337698	WHARTON,MR ANDREW	17 HICKINWOOD CRESCENT CLOWNE S43 4AQ	£1,097.01	01/04/2013	01/04/2014	£1,097.01
2	901391710	WHARTON,MR ANDREW	3 ROTHERHAM ROAD CLOWNE S43 4PT	£1,328.49	01/04/2012 01/04/2013	01/04/2013 01/04/2014	£ 231.48 £1,097.01
3	90158229X	BOYD,MR IAN GEORGE	THE PADDOCKS SLAYLEY LANE CLOWNE S43 4LG	£1,400.03	05/07/2012 01/04/2013	01/04/2013 01/07/2013	£ 834.45 £ 565.58
4	901582315	BOYD,MR IAN GEORGE	THE PADDOCKS SLAYLEY LANE CLOWNE S43 4LG	£ 62.15	01/07/2013	11/07/2013	£ 62.15
5	900589353	APPLEBY,MR CHRISTOPHER	16 NESBIT STREET HILLSTOWN S44 6LW	£1,733.58	01/04/2004 01/04/2005 01/04/2006	01/04/2005 01/04/2006 01/04/2007	£ 364.35 £ 656.79 £ 712.44
6	901082223	MORLEY,MRS VICKI L	24 BRUNNER AVENUE SHIREBROOK NG20 8RP	£1,233.51	01/04/2012 01/04/2013	01/04/2013 01/04/2014	£ 342.37 £ 891.14
				<u>£6,854.77</u>			

BUSINESS RATES: AMOUNTS FOR WRITE OFF: 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	800114925	SHIREBROOK BRITISH LEGION	CHURCH DRIVE SHIREBROOK	£ 1,319.73	01/04/2012 01/04/2013	01/04/2013 07/01/2014	£ 462.00 £ 857.73
2	800166548	GT PUBS LTD	KING EDWARD VII HOTEL 121 HIGH STREET TIBSHELF	£ 1,256.14	01/04/2013	28/10/2013	£ 1,256.14
3	800172178	SB LEISURE	WHITE SWAN MARKET PLACE BOLSOVER	£ 4,439.71	16/04/2012	03/01/2013	£ 4,439.71
4	800179630	JMA LEISURE LTD	45 MILL STREET CLOWNE	£ 5,447.31	01/04/2012	12/03/2013	£ 5,447.31
				<u>£ 12,462.89</u>			

SUNDRY DEBTORS: AMOUNTS FOR WRITE OFF - BANKRUPTCY/LIQUIDATION

<u>ACCOUNT NUMBER</u>	<u>INVOICE NUMBER</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>
84372	30212279	15.05.13	£ 1,920.20	MISS E BARNSDALE 3 SOUTH STREET SOUTH NORMANTON	OVER ALLOWED HOUSING BENEFIT	£ 1,443.96	DEBT RELIEF ORDER NO DRO4037397 GRANTED 15 OCTOBER 2013
						<u>£ 1,443.96</u>	

COUNCIL TAX: AMOUNTS FOR WRITE OFF - NO TRACE

	<u>Account Reference</u>	<u>Lead Liable Name</u>		<u>Account Balance</u>	<u>Liable From</u>	<u>Liable To</u>	<u>Bill Balance</u>
1	901376633	KEENAN,MR STEVEN	249 SHUTTLEWOOD ROAD BOLSOVER S44 6PA	£1,183.62	02/05/2010 01/04/2011	01/04/2011 07/09/2011	£ 695.50 £ 488.12
2	900319489	LOWE,MR DARREN	21 KING STREET CLOWNE S43 4BS	£1,684.37	01/04/2009 01/04/2010 01/04/2011 05/12/2011 01/04/2012	01/04/2010 01/04/2011 05/12/2011 01/04/2012 06/12/2012	£ 33.39 £ 545.13 £ 598.51 £ 271.32 £ 236.02
3	901344434	NEWBURY,MR VINCENT	10 SOUTH AVENUE SHIREBROOK NG20 8RS	£1,210.24	01/04/2011 01/04/2012	01/04/2012 16/01/2013	£ 647.81 £ 562.43
				<u>£4,078.23</u>			

BUSINESS RATES: 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	800175782	LS PUBS LTD	DEVONSHIRE ARMS UPPER LANGWITH	£ 1,499.46	01/04/2013	12/10/2013	£ 1,499.46
				<u>£ 1,499.46</u>			

SUNDRY DEBTORS: AMOUNTS FOR WRITE OFF - NO TRACE

<u>ACCOUNT</u> <u>NUMBER</u>	<u>INVOICE</u> <u>NUMBER</u>	<u>INVOICE</u> <u>DATE</u>	<u>AMOUNT</u> <u>£</u>	<u>DEBTOR</u>	<u>REASON FOR</u> <u>INVOICE</u>	<u>WRITE-OFF</u> <u>AMOUNT £</u>	<u>REASON FOR</u> <u>WRITE-OFF</u>
59019	30163263	17.10.11	270.75	A BRUNT	OVER ALLOWED	7.83	NO TRACE OF DEBTOR
	30163276	17.10.11	185.00	3 ROSEWOOD CLOSE	HOUSING BENEFIT	185.00	ALL AVENUES TRIED
	30165957	15.11.11	364.60	SOUTH NORMANTON		364.60	
	30172212	27.02.12	273.45			273.45	
	30182121	01.06.12	546.90			546.90	
						£ 1,377.78	



The Arc
High Street
Clowne
Derbyshire
S43 4JY

EXECUTIVE

17 MARCH 2014

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

Further 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 will be considered in private:

Irrecoverable Items Over £1,000

The reason that the above item is to be considered in private session is that it contains information concerning an individual and it relates to the financial or business affairs of the authority.

Organic Waste Collection (Green Bin) Arkwright Agreement

The reason that the above item is to be considered in private session is that it may involve the disclosure of information relating to the financial or business affairs of the authority and because it may relate to a consultation or negotiation, or contemplated consultation or negotiation, in connection with any labour relations matter arising between the authority and employees of the authority.

Tender for Framework Agreement for Electrical Works for Housing Stock

Bolsover Town ERDF Public Realm & Infrastructure Project - Events Tender

The reason that the above items will be considered in private is that they may involve the disclosure of information relating to the financial or business affairs of the authority.

In addition, the following items which were not listed on the Notice of Intention to Conduct Business in Private published 14 February 2014 will also be considered in private at this meeting of the Executive:

Leisure Facilities Priority Areas of Consideration

Tender for Framework Agreement for Minor Building and Maintenance Works to all Council Owned Properties within the District

Historic Debt at Pleasley Vale

The reason that the above items will be considered in private is that they may involve the disclosure of information relating to the financial or business affairs of the authority.

The Council's three Scrutiny Chairs have consented to the above items being taken in private because a decision is required in the business interests of the Council.

The Council has not received any representations that any of the above items should be considered in public.

W. Lumley BSc, FCCA,
Chief Executive Officer
7 March 2014

EXECUTIVE

Minutes of a meeting of the Executive held in the Chamber Suites, The Arc, Clowne, on Monday, 3 February 2014 at 1000 hours.

PRESENT:-

Councillor E Watts in the Chair

Members:-

Councillor R Bowler, D Kelly, B Murray-Carr, A Syrett and A Tomlinson

Officers:-

W Lumley (Chief Executive Officer), B Mason (Executive Director - Operations), P Hackett (Executive Director - Transformation), J Foley (Assistant Director – Customer Service and Improvement), S Clow (Housing Strategy and Enabling Manager), M Broughton (Commercial Property and Development Manager), R Owen (Senior Valuer), A Wylie (Principal Solicitor), S Chambers (Communications Officer) and M Kane (Governance Manager).

0787. APOLOGIES FOR ABSENCE

Apologies for absence had been received from Councillor K Reid.

0788. URGENT ITEMS OF BUSINESS

There were no items of urgent business considered at this meeting.

0789. DECLARATIONS OF INTEREST

There were no interests declared at this meeting.

0790. MINUTES OF EXECUTIVE HELD ON 14 JANUARY 2014

Moved by Councillor D Kelly and seconded by Councillor B Murray-Carr.

RESOLVED that the minutes of the meeting of Executive held on 14 January 2014 be approved as a correct record and signed by the Chairman.

(Governance Manager)

0791. RECOMMENDED ITEMS FROM OTHER STANDING COMMITTEES

There were no items recommended from standing committees to this meeting.

EXECUTIVE

0792. MEDIUM TERM FINANCIAL PLAN 2014/15 TO 2016/17

Executive considered a report of the Executive Director – Operations which presented the 2014/15 General Fund, Housing Revenue Account (HRA) and Capital Programme budgets and financial plans for consideration and recommendation to Council.

In respect of the General Fund, the Council was anticipating that an in year surplus would be achieved which would mean no call on general fund balances in respect of 2013/14. The forecast surplus will be dependent upon the use of the £1.064m of Efficiency Grant in order to fund the costs of rationalisation, restructuring and Invest to Save measures. In order to deliver a surplus the Council had secured the majority of the planned £0.884m of financial savings during 2013/14 and identified other savings and increased income during the revised budget process which generated the forecast surplus position.

The total savings required for 2014/15 were in the order of £0.447m. A range of savings proposals totalling £0.430m had been proposed which would mean that the unidentified savings target for 2014/15 was £0.017m. While the Council had continued to drive its savings agenda it would still be necessary to achieve the financial savings targets of £0.430m during the 2014/15 financial year together with the £0.017m which remained to be identified.

On the basis that the full £0.447m was achieved in respect of 2014/15 there would be a further £0.973m to be achieved in respect of 2015/16 and an estimated figure of £0.800m for 2016/17. Given the Government's spending plans it was expected that further reductions would be required in future financial years.

The overall position for the HRA in 2013/14 was that there was a forecast surplus of £0.086m in the current year which, if realised, would increase the HRA balances to £1.861m. The key issue for 2014/15 was that the average rent increase required to comply with Government rent convergence requirements was 6.24% which resulted in the average rent for a Council house increasing to £83.61 per week on a 48 week basis.

One development within the 2014/15 HRA budget was the requirement to increase the debt repayment sum in line with the long term business plan to repay the settlement debt over a 30 year period. The principal repayment figure would increase by £1.5m to £3.5m for 2014/15.

In respect of the Capital Programme, the financial provision to fund the ongoing programme of housing refurbishment work was planned to continue at a level between £3m and £4m per annum. That level of spend would be reviewed in the light of the HRA stock condition survey which it was anticipated would be available in early 2014. Once that information has been considered it was anticipated that a further report would be brought back to Council seeking approval for a revised Capital Programme in respect of the HRA.

EXECUTIVE

During 2013/14, capital expenditure of £2m would be incurred in respect of HRA new build properties at New Houghton with a further sum of £0.680m expenditure being paid in 2014/15. With regard to the General Fund a stock condition survey was nearing completion and the Council was working to secure Lottery Funding for the Mill complex at Pleasley Vale.

Legally, the Council's Section 151 Officer was required to comment on the robustness of the estimates made and on the adequacy of the proposed financial reserves. The Council's Section 151 Officer was satisfied that the methodology adopted to calculate the estimates was robust, and provided Members with reliable information on which to base their decisions.

Likewise, the Section 151 Officer was satisfied that the proposed level of reserves, which although at a relatively low level, were adequate to cover the issues and potential risks which faced the Council.

Following consideration of the report, members asked questions and sought information in relation to National Non Domestic Rates, the increase in repayment relating to the Housing Revenue Account and the budget implications of improving the Council's housing stock.

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

RESOLVED to recommend to Council that:

- (1) The view of the Chief Financial Officer, that the estimates included in the Medium Term Financial Plan 2013/14 to 2016/17 were robust and that the level of financial reserves whilst at minimum levels were adequate, be accepted.
- (2) That officers be required to report back to Executive and to the Audit Committee on at least a quarterly basis regarding the overall position in respect of the Council's budgets, these reports to include updates on progress in achieving the range of identified efficiencies necessary to achieve a balanced budget by the end of the 2014/15 financial year.
- (3) In respect of the General Fund:
 - (a) Members be minded to impose no Council Tax increase for the financial year 2014/15 and instead accept the proposed Government grant compensation arrangements. This recommendation will be submitted for formal approval at the Council meeting on 3 March 2014.
 - (b) The Medium Term Financial Plan in respect of the General Fund as set out in Appendix 1 to the report be approved and the Estimated Outturn Budget 2013/14 with a spending requirement of £12,389,845 together with the original budget for 2014/15 with a spending requirement of £11,868,004 as detailed in Appendix 1 Table 1 be agreed.

EXECUTIVE

- (c) Officers continue to progress the implementation of measures designed to secure the forecast surplus in respect of 2013/14 and a balanced budget in respect of 2014/15 with progress to be reported back to both Executive and Audit Committee on a quarterly basis.
 - (d) The proposed Fees and Charges as set out in Appendix 1 Table 3 to the report be adopted with effect from 1 April 2014.
 - (e) An allocation of Efficiency Grant of up to £20,000 in 2014/15 be approved in order to fund a Joint Empty Homes Property Officer with North East Derbyshire District Council.
 - (f) Any surplus generated in the financial year 2013/14 be used to increase General Fund balances.
 - (g) Officers continue with the programme of work to secure the agreed savings required of £0.447m in order to balance the 2014/15 budget at the earliest opportunity.
- (4) In respect of the HRA:
- (a) Council agree to introduce rent increases in line with the Government's convergence policy with effect from 1 April 2014. The recommended increase would bring about an average increase in rents of 6.24%. However, the actual percentages would vary depending on the type of property.
 - (b) The increases in respect of other charges as outlined in Appendix 2 Table 2 to the report be implemented with effect from 1 April 2014.
 - (c) The Housing Revenue Account as set out in Appendix 2 Table 1 to the report be approved as the Estimated Outturn Budget in respect of 2013/14 and as the Original Budget in respect of 2014/15.
 - (d) The HRA target level of balances remains at a level of £2m.
- (5) In respect of the Capital Programme:
- (a) The Capital Programme for 2013/14 to 2016/17 as set out in Appendix 3 Table 1 to the report be approved.
 - (b) That Council notes the requirement to repay some £7.865m of prudential borrowing at the end of the 2013/14 financial year which was incurred in order to fund expenditure

EXECUTIVE

incurred during 2012/13 and 2013/14, and that this expenditure be funded by capital receipts which it was currently anticipated would be received before the end of the current financial year. The utilisation of these receipts to repay borrowing had previously been agreed by Council.

- (c) Further reports concerning the Capital Programme be brought back to Council once expenditure programmes based upon priorities as identified by the stock condition survey of both General Fund and HRA have been developed.

REASON FOR DECISION: To deliver a balanced budget for the authority in 2014/15.

OTHER OPTIONS CONSIDERED: None.
(Executive Director - Operations)

0793. ADVERTISING AND SPONSORSHIP POLICY

Executive considered a report of the Assistant Director – Customer Service and Improvement which sought approval for an Advertising and Sponsorship Policy across the Council and its Strategic Alliance partner, North East Derbyshire District Council.

The Advertising and Sponsorship Policy was part of the Revenue Strategy, which identified opportunities to bring in additional income to the two Councils. The purpose of the Policy was to provide guidance to officers and Members on advertising and sponsorship activities which were acceptable, whilst also providing clarity to potential clients and terms under which such business would be undertaken. The Policy also lists prohibited products and services which would create either competition for our own services or a conflict of interest.

The Policy had been widely consulted on and comments made by the Improvement Scrutiny Committee in relation to potential conflicts of interest where offers of sponsorship may be made from bodies looking to apply for planning permission. A debate on this matter had taken place at the Strategic Alliance Joint Committee who, having considered all the issues, decided to recommend the Policy in its original format with the addition of 'high cost lending or pay day loans' and 'no win no fee claims' being added to the list of prohibited products, services and advertising.

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

RESOLVED that the Joint Advertising and Sponsorship Policy as appended to the report be approved.

REASON FOR DECISION: In line with the requirements of the Revenue Strategy agreed by Executive on 10 June 2013

EXECUTIVE

OTHER OPTIONS CONSIDERED: None.
(Assistant Director – Customer Service and Improvement)

0794. DEVELOPMENT FUND

Executive considered a report of the Commercial Property and Developments Manager and the Housing Strategy and Enabling Manager which sought the creation of a development fund to assist the Council in gaining a detailed understanding of the value and potential value of its land assets, as well as the opportunities and options associated with such assets.

Members were advised that although the Council knew what land was in its ownership officers were currently unable to quantify the most valuable use of those assets. This proposal was for the creation of a new development fund to bring forward residential, commercial and mixed use sites through Council owned land. The development fund would be used to gain a detailed understanding of the value of land assets and would provide officers with an understanding of the opportunities and options for sale. This would allow the Council to identify which pieces of land could be disposed of to generate a capital receipt for the Council, as well as those which could help the Council to meet its corporate growth ambitions and wider corporate priorities such as the delivery of affordable housing.

The key areas of work that the development fund would be used to finance were outlined in the report. The £70,000 would be taken from the Transformation Fund and topped up with receipts generated, enabling a rolling programme to be brought forward over a number of years.

The Council's Asset Management Group would assume responsibility as a project board for deciding which sites were prioritised and supported by the development fund and for making recommendations to Executive, where appropriate. Reports produced by consultants would enter the public domain at the determination of the project board. A team of officers from the Growth and Resources Directorate would be responsible for establishing a short-list of sites and developing reports with the relevant consultancy support for consideration by the Asset Management Group. Procurement of consultants would be through a process agreed by the Executive Director – Operations.

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

RESOLVED that:-

- (1) £70,000 of Transformation Fund be allocated as a development pot as outlined within the report.
- (2) Executive agrees to any receipt delivered through this process being used to "top up" the development pot back up to £70,000 to allow for future schemes to be brought forward.

EXECUTIVE

- (3) The Executive Director – Operations, following consultation with the Portfolio Holder for Regeneration, review and implement appropriate membership of the Asset Management Group.
- (4) The Building and Contracts Manager, with the agreement of the Executive Director – Operations and following consultation with the Portfolio Holder for Regeneration, be given delegated authority to appoint consultants for works as identified through the Project Management Group.

REASONS FOR DECISION:

- (1) To develop vibrant town centres and flourishing rural communities.
- (2) To deliver £100,000 of New Homes Bonus per annum in the District as part of the Local Investment Plan.
- (3) To maximise the supply of affordable housing in the district and deliver an average of 20 units per annum by March 2015.

OTHER OPTIONS CONSIDERED:

None
(Commercial Property and Developments Manager/
Housing Strategy and Enabling Manager)

0795. IDOX UNIFORM ESTATES MANAGEMENT SYSTEM

Executive considered a report of the Senior Valuer which sought approval to purchase the Idox Estate Management System to improve the efficiency and management of the Council's land and property assets.

Executive was advised that the Council currently had no up-to-date central records or management system for its land and property assets. Details of the Council's current manual arrangements were outlined within the report.

Officers had recently had a demonstration of the Idox Uniform Estate Management system, which formed part of the Uniform suite of software. This system was the market leader in estate management and land terrier systems and was widely used across local government. The system was able to assist in a number of functions, including acquisition and disposal of property, record property ownership and valuations, track leases and assignments, co-ordination and management of works and maintenance, recording and management of other assets.

Idox had quoted the Council the sum of £16,100 to provide the system, which included providing and installing the software with licences for up to five concurrent users. Training would also be provided for those using the system.

EXECUTIVE

Moved by Councillor A F Tomlinson and seconded by Councillor A Syrett.

RESOLVED that the Council purchase the Idox Estate Management Module on the terms contained in the report.

REASON FOR DECISION: To ensure that the Council was able to manage its property assets in order that it can achieve best value from them.

OTHER OPTIONS CONSIDERED: None
(Senior Valuer)

0796. CHILD PROTECTION UPDATE

Executive considered a report of the Housing Enforcement Manager which provided an update on activity around child protection within the Council.

Members were reminded that Executive had approved a revised Child Protection Policy in August 2013. In addition, a number of safeguarding link officers had been identified. A new dedicated safeguarding page was available on the Council's intranet system and a staff briefing card had been developed for all staff outlining signs of abuse, how to refer in an emergency and contact details for the safeguarding link officers. This card would be used for both the Council and North East Derbyshire and be issued via payslips.

No internal child protection training had been provided by the Council in the last 12 months. In light of the County Council's decision to no longer provide specialist training internal delivery options were being explored including a 'train the trainer' and e-delivery module option.

There had been seven referrals to the County Council regarding child protection issues since January 2013. Three of the referrals had been received from Housing, one from the Domestic Violence Officer, two from the Anti-Social Behaviour Case Worker and one from a Repairs Operative.

There was a brief discussion in relation to a recent case in the District. A debate also took place about where child protection issues best sat within the Council. Executive was advised that child protection was a matter for which the County Council had principal responsibility and that it remained a cross cutting issue across the Council to inform the County Council if staff had concerns about the welfare of any child. It remained the duty of all officers and Members to report concerns of abuse and that the Executive Director - Transformation would remain as lead officer.

Moved by Councillor A Syrett and duly seconded.

RESOLVED that the report setting out the Child Protection Update be noted.

REASON FOR DECISION: To provide Executive with an update on child protection issues.

OTHER OPTIONS CONSIDERED: None

EXECUTIVE

(Executive Director – Transformation)

0797. LAND AT SOUTHFIELD LANE, WHITWELL

Executive considered a report setting out development options for a portion of land at Southfield Lane, Whitwell.

Moved by Councillor E Watts and duly seconded.

RESOLVED that the report into land at Southfield Lane, Whitwell be referred to Cabinet for further deliberation.

REASON FOR DECISION: To enable a full and proper consideration of the options.

OTHER OPTIONS CONSIDERED: None
(Chief Executive)

The meeting concluded at 1115 hours.