

Date: 26 September 2014

Dear Sir or Madam,

You are hereby summoned to attend a meeting of the Executive of Bolsover District Council to be held in the Chamber Suites at **The Arc, High Street, Clowne on Monday 6 October 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 3.

Yours faithfully




Chief Executive Officer

To: Chairman & Members of the Executive

ACCESS FOR ALL

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

 **01246 242505**
Minicom: 01246 242450

Democratic Services
Fax: 01246 242423



EXECUTIVE AGENDA

Monday 6 October 2014 at 1000 hours

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 8 September 2014	Previously circulated
5	Recommended Items From Other Standing Committees None.	
6	Arrears - Irrecoverable Items over £1,000 <i>Recommendation on page 5</i>	4 to 10
7	Medium Term Financial Plan (Award of Banking Contract)* <i>Recommendation on page 13</i>	11 to 13
8	Developing the Bolsover Economic Development and Housing Strategy – Consultation <i>Recommendation on page 17</i>	14 to 20

9	Economic Development Team Establishment <i>Recommendations on page 22</i>	21 to 25
10	Contact Centre Staffing <i>To Follow</i>	
11	PART 2 – EXEMPT ITEMS <i>The Local Government (Access to Information) Act 1985, Local Government Act 1972, Part 1, Schedule 12a.</i> <u>Paragraph 3</u>	
12	Arrears - Irrecoverable Items over £1,000 <i>Recommendation on page 27</i>	26 to 29

* Denotes Key Decision

Notes

There were no representations received in respect of the exempt item.

Item 7, Medium Term Financial Plan (Award of Banking Contract), has been moved from private to public session since the publication of the List of Key Decisions and Exempt Items.

Bolsover District Council**Executive****6th October 2014****Arrears – Irrecoverable Items over £1000****Report of Cllr R Bowler, Portfolio Holder for Resources**

This report is public

Purpose of the Report

- Executive is requested to approve the write off of the under-mentioned irrecoverable items including costs amounting to £17,652.05 as itemised on the attached schedules.

1 Report Details**1.1**

Bankruptcy/ Liquidation		
No of Accounts	Type of Account	
1	Council Tax	£2,537.86
3	Business Rates	£21,305.15
	Total	£23,843.01

1.2

No Trace		
No of Accounts	Type of Account	
6	Council Tax	£9,077.32
1	Business Rates	£3,304.96
	Total	£12,382.28

1.3 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.

2 Conclusions and Reasons for Recommendation

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

3 Consultation and Equality Impact

Not applicable

4 Alternative Options and Reasons for Rejection

Not applicable

5 Implications

5.1 Finance and Risk Implications

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

5.2 Legal Implications including Data Protection

None

5.3 Human Resources Implications

None

6 Recommendations

6.1 That approval is given to write off the irrecoverable items including costs amounting to £36,225.29 with the proviso that should any of the debts become collectable the amounts be re-debited.

7 Decision Information

<p>Is the decision a Key Decision? (A Key Decision is one which results in income or expenditure to the Council of £50,000 or more or which has a significant impact on two or more District wards)</p>	<p>No</p>
<p>District Wards Affected</p>	

Links to Corporate Plan priorities or Policy Framework	Strategic Organisational Development - Continually improving our organisation
---	---

8 Document Information

Appendix No	Title
1	Council Tax: Amounts for Write Off – Bankruptcy
2	Business Rates: Amounts for Write Off – Liquidation
3	Council Tax: Amounts for Write Off – No Trace
4	Business Rates: Amounts for Write Off – No Trace
Background Papers (These are unpublished works which have been relied on to a material extent when preparing the report. They must be listed in the section below. If the report is going to Cabinet (NEDDC) or Executive (BDC) you must provide copies of the background papers)	
Report Author	Contact Number
Billing and Recovery Manager	Ext 2432

Report Reference –

COUNCIL TAX: AMOUNTS FOR WRITE OFF - BANKRUPTCY

	<u>Account Reference</u>	<u>Lead Liabile Name</u>	<u>Address</u>	<u>Account Balance</u>	<u>Liabile From</u>	<u>Liabile To</u>	<u>Bill Balance</u>
1	901582253	BLUE CEDARS CARE,	THE PADDOCKS SLAYLEY LANE CLOWNE S43 4LG	£ 2,537.86	29/06/2010 01/04/2011	01/04/2011 15/08/2011	£ 1,701.03 £ 836.83
				<u>£ 2,537.86</u>			

BUSINESS RATES: AMOUNTS FOR WRITE OFF: LIQUIDATION/ BANKRUPTCY

	<u>Account Reference</u>	<u>Lead Liabile Name</u>	<u>Address</u>	<u>Account Balance</u>	<u>Liabile From</u>	<u>Liabile To</u>	<u>Bill Balance</u>
1	800174286	MR AHMED MAFIZ	UNIT 4 AT 1 BROOKHILL ROAD PINXTON	£ 6,266.09	20/01/2013	01/04/2013	£ 856.56
					01/04/2013	01/04/2014	£ 4,264.20
					01/04/2014	02/07/2014	£ 1,145.33
2	800178288	MR AHMED MAFIZ	UNIT 5 AT 1 BROOKHILL ROAD PINXTON	£ 4,111.86	07/08/2013	01/04/2014	£ 2,674.86
					01/04/2014	07/08/2014	£ 1,437.00
3	800183297	JUNIPER (NO 3) LTD	CRESWELL COLLIERY CRESWELL	£ 10,927.20	09/07/2013	02/12/2013	£10,927.20
				<u>£ 21,305.15</u>			

COUNCIL TAX: AMOUNTS FOR WRITE OFF - NO TRACE

	<u>Account Reference</u>	<u>Lead Liable Name</u>	<u>Address</u>	<u>Account Balance</u>	<u>Liable From</u>	<u>Liable To</u>	<u>Bill Balance</u>
1	901315080	GRAHAM,MR SEAN	15 BRIDLE ROAD STANFREE S44 6AP	£3,234.14	01/04/2009 01/04/2010 01/04/2011	01/04/2010 01/04/2011 22/02/2012	£1,174.13 £1,103.69 £ 956.32
2	901347726	THOMAS,MR CHRISTOPHER STEWART	26 CLUNE STREET CLOWNE S43 4NU	£1,289.65	01/04/2010 01/04/2011 01/04/2012 01/04/2013	01/04/2011 01/04/2012 01/04/2013 04/11/2013	£ 528.67 £ 396.92 £ 77.03 £ 287.03
3	901452159	KLEIN,MR WAYNE	5 BAKER STREET CRESWELL S80 4HQ	£1,045.31	24/06/2011 01/04/2012 01/04/2013	01/04/2012 01/04/2013 29/04/2013	£ 393.65 £ 596.50 £ 55.16
4	901553883	POXTON,MR ALAN	10 CHESTERFIELD ROAD NEW HOUGHTON NG19 8SL	£1,003.98	01/04/2013 01/11/2012	01/10/2013 01/04/2013	£ 522.58 £ 481.40
5	901494319	JANUSZKO,MR MARCIN	43 BRUNNER AVENUE SHIREBROOK NG20 8RR	£1,272.67	01/04/2012 01/04/2013	01/04/2013 15/08/2013	£ 806.10 £ 466.57
6	901394762	BATEMAN,MR SIMON	143 QUEENS ROAD HODTHORPE S80 4UP	£1,231.57	31/05/2010 01/04/2011	01/04/2011 26/06/2011	£ 937.08 £ 294.49
				<u>£9,077.32</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	800177934	PAWEL KUCHARSKI	UNIT 1 AT BROOKHILL ROAD PINXTON	£ 3,304.96	01/11/2012	01/04/2013	£ 1,381.77
					01/04/2013	01/11/2013	£ 1,923.19
				<u>£ 3,304.96</u>			

Bolsover District Council

Executive

6 October 2014

Medium Term Financial Plan (Award of Banking Contract)

Report of Cllr E Watts, Leader and Portfolio Holder for Finance

This report is public

Purpose of the Report

- To seek Executive's approval to award the tender for the Council's banking services.

1 Report Details

- 1.1 Executive will be aware that the Council's contract with the Co-operative Bank is due to come to an end in March 2017. However, the bank has indicated that in future it will no longer be providing banking services to local authorities. All existing contracts were to be honoured but should the Council wish to transfer to a new bank sooner then they could do so without any contractual penalties.
- 1.2 Since this announcement, it has become increasingly apparent that the Co-operative Bank would prefer all contracts to come to an end as soon as possible. It has become very clear that the Co-operative Bank is reducing the number of employees dealing with local authority customers which is having a detrimental effect on the service provided.
- 1.3 In June, Executive approved for the Council to enter into a joint procurement exercise for its banking services with four other councils (Chesterfield Borough Council, Derbyshire Dales District Council, Erewash Borough Council and North East Derbyshire District Council).
- 1.4 As part of the tendering exercise, banking contract specialists BRC Consulting were employed to write the specification and tender documentation.
- 1.5 Tenders were advised that their submissions would be evaluated based on 60% price and 40% quality.
- 1.6 The Council received three tender submissions that have been reviewed and analysed in accordance with the pre determined criteria and is summarised in the following table:

		Barclays Bank	Lloyds Bank	Nat West Bank
Price	60%	50.93%	60%	53.97%
Quality	40%	31%	32.9%	31.76%
Total	100%	81.93%	92.9%	85.73%

- 1.7 The banking tender process covered the core banking service and the card services. Three tender submissions have been received in respect of the card services. This report does not consider the card service element of the tender. A separate evaluation process will take place concerning these tender submissions at a later date.

2 Conclusions and Reasons for Recommendation

- 2.1 Based on the evaluation of the tender submissions and the result of the scoring matrix above, it is proposed that a seven year contract for the provision of the Council's banking services be awarded to Lloyds Bank, with the option to renew annually for a further three years.

3 Consultation and Equality Impact

- 3.1 There are no consultation and equality impact implications from this report.

4 Alternative Options and Reasons for Rejection

- 4.1 Banking services are clearly critical to underpin the operational service delivery of Council activities, however the provision of these services within the market place are fairly standardised which provides little opportunity for alternatives. In addition the current provider previously advised that they would be withdrawing from the sector, therefore a full tender process was not only the most appropriate option, but also the only option to consider.

5 Implications

5.1 Finance and Risk Implications

The current revenue budget includes a sum of £35,630, of which £20,589 relates to the core banking services and £15,041 relates to card services. The proposed recommendation to award the core banking services contract to Lloyds Bank can be contained within existing budgets.

5.2 Legal Implications including Data Protection

- 5.2 Lloyds Bank's terms and conditions have been passed to the Legal Section for review. Any issues identified will be addressed prior to the signing of contracts.

5.3 Human Resources Implications

5.3.1 These are covered throughout the report.

6 Recommendations

- 6.1 That Executive agree to award the Council's banking services contract to Lloyds Bank for seven years, with the option to renew annually for a further three years.
- 6.2 That Executive give delegated authority to the Executive Director – Operations following consultation with the Leader and Portfolio Holder to award the card services contract to the preferred bidder once the evaluation has taken place.

7 Decision Information

Is the decision a Key Decision? (A Key Decision is one which results in income or expenditure to the Council of £50,000 or more or which has a significant impact on two or more District wards)	Yes
District Wards Affected	All.
Links to Corporate Plan priorities or Policy Framework	Customer Focussed Services – Providing Excellent customer focussed services. Strategic Organisational Development – Continually improving our organisation

8 Document Information

Appendix No	Title
None	
Background Papers (These are unpublished works which have been relied on to a material extent when preparing the report. They must be listed in the section below. If the report is going to Cabinet (NEDDC) or Executive (BDC) you must provide copies of the background papers)	
Report Author	Contact Number
Dawn Clarke – Assistant Director Finance, Revenues and Benefits	01246 242212 or 217658

Bolsover District Council

Executive

6 October 2014

**Developing The Bolsover Economic Development and Housing Strategy -
Consultation**

Report of Cllr A Tomlinson, Deputy Leader and Portfolio Holder for Regeneration

This report is public

Purpose of the Report

To update members on the approach, scope, timeline and consultation programme for the Development of the proposed Bolsover District Economic Development and Housing Strategy 2015-2020 which will support the Council's Growth agenda.

1.1 Background and Timeline

1.2 The current Economic Development Strategy for Bolsover was developed jointly with Chesterfield Council and North East Derbyshire Council. This will expire at the end of 2014. Therefore there is a need to renew this strategy. Given the overlapping nature of economic development and housing, it is now proposed to develop a single strategy that embraces both of these areas. This will be the Bolsover Economic Development and Housing Strategy. Having such a strategy will help meet the aims identified in the Corporate Plan (to develop healthy, prosperous and sustainable communities), the Sustainable Community Strategy, meet some of the requirements of the National Policy Planning Framework, and meet the Councils statutory obligation to assess and plan to meet housing needs.

1.3 The Councils Economic Development, Housing Strategy, and Partnership teams at Bolsover Council have begun initial work to progress development and it is expected that the Consultation on the proposed Strategy will be completed by the end of November 2014, with adoption of the agreed Strategy by full Council in March 2015.

1.4 Approach

1.5 To maximise impact, help co-ordinate resources and offer a more integrated approach and to help identify priority areas for action, this proposed strategy will, where appropriate, take a spatial approach, and this spatial element will be guided by the Strategic Housing Market Assessment which identified the main sub-market areas within Bolsover district as Clowne, Shirebrook, Bolsover and South Normanton. These sub-markets reflect the influence of surrounding areas in terms

of areas of search of people moving home, commuting, relationships and where people travel for shops and services.

1.6 While it is envisaged that the strategy be developed in the context of, and with links to other relevant national, sub-regional and local strategies (such as those produced by the Local Economic Partnerships and those developed in partnership with the local authority), this consultation will be based around the local housing and Growth agenda as follows:

- Supporting enterprise: maintaining and growing the business base
- Enabling Housing Growth:
- Maximising employment, skills and training opportunities
- Unlocking Development Potential: unlocking the capacity of major employment sites
- Town Centre Development: ensuring the vitality and viability of town centres
- Developing and Supporting the local rural economy
- Maximising affordable housing delivery (including to rent and buy) through new build, and making best use of existing stock
- Enabling people to live in and sustain their own homes
- Prevention of homelessness

1.7 Consultation

1.8 At this interim stage it is recognised that a significant stage in the development of the Economic Development and Housing Strategy is in consultation with the wider public, partners, staff, members and businesses in the district.

1.9 As stated in the Council's Consultation Policy under the Local Authorities Duty of Best Value, authorities are under a duty to consult representatives from a wide range of local persons liable to pay non domestic rates, those who use, or are likely to use, the 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. It therefore provides the basis for the Authority to seek information, advice and opinions about our strategies.

1.10 The development of the Bolsover Economic Development and Housing Strategy is only in the very early stages and is in line with the Council's Consultation Policy, which states consultation must take place when the proposal is still at a formative stage. Therefore in taking forward the consultation it is envisaged that an early stage document be taken forward to offer some structure on the likely issues the Council would like to address, while offering the scope for the consultation to shape and inform the final strategy.

1.11 The consultation mechanisms in Appendix 1 have been identified and developed through discussion with the Partnership Team and the Council's Engagement Officer. The Citizens Panel use will be explored, but its current timeframe does not fit with the strategy timeline. Members of Bolsover Partnership will be consulted via electronic communication together with the hosting of a partnership event. A further

event open to the public will also enable the Authority to capture feedback. Such events will enable the public and other stakeholders to shape and inform the strategy.

- 1.12 It is anticipated in the interests of transparency that those consulted will receive feedback on how their views have contributed to the strategy. This includes wider partners and Bolsover District Council staff and members.
- 1.13 It is recognised that there will be directly affected staff and departments who will have a key role in delivering the Joint Economic Development and Housing Strategy. It is suggested, therefore, that for those directly affected departments, a series of focus groups/ workshops are held. This will include Planning, Housing, Environmental Health and Property and Estates.

2 Conclusions and Reasons for Recommendation

- 2.1 The Bolsover Economic Development and Housing Strategy will provide the strategic framework for assessing and meeting the housing needs of the area, and provide the opportunity to steer, drive and deliver economic growth and inward investment.

3 Consultation and Equality Impact

- 3.1 Appendix 1 provides the proposed consultation programme.

4 Alternative Options and Reasons for Rejection

- 4.1 The option exists to do nothing – i.e. to not deliver this proposed strategy. However, this is not recommended as the Council, to fulfil its broader corporate aims needs to put in place effective local actions to deliver its vision. Publishing a Housing Strategy will also meet the Local Housing Authorities housing obligations.
- 4.2 The delivery of such a strategy will also contribute towards greater income for the Council, as it will help deliver new homes and businesses to the District, increasing income from both the New Homes Bonus and the Business Rates retention scheme. The do nothing option should also be rejected on these grounds.

5 Implications

5.1 Finance and Risk Implications

There may be a small financial cost in carrying out the Consultation and in publishing and agreed final strategy. However it is expected that such costs will be met from existing service budgets. There are no risks identified in developing or publishing this strategy.

5.2 Legal Implications including Data Protection

There are no legal implications.

5.3 Human Resources Implications

This Strategy will be developed in-house. The average number of staff working in this area for this size authority is typically about 5 FTEs. The Bolsover team has only 3.5 FTEs and the capacity of the team may need to be reviewed in the future as the work programme evolves.

6 Recommendations

Cabinet support the process to develop of the Economic Development and Housing Strategy and agree to the proposed method of consultation that will conclude in November 2014.

7 Decision Information

Is the decision a Key Decision? (A Key Decision is one which results in income or expenditure to the Council of £50,000 or more or which has a significant impact on two or more District wards)	No
District Wards Affected	All
Links to Corporate Plan priorities or Policy Framework	Links to the Corporate Plan. Links to the Growth Plan.

8 Document Information

Appendix No	Title
Appendix 1	Consultation Timetable.
Background Papers (These are unpublished works which have been relied on to a material extent when preparing the report. They must be listed in the section below. If the report is going to Cabinet (NEDDC) or Executive (BDC) you must provide copies of the background papers)	
Report Author	Contact Number
Julian Cosgrove	Ex 2325

Appendix 1

Audience	BDC	BDC Timescale	Contact	Lead	*Method
People with Disabilities & BME	Equality panel	Sept or October 2014	Lynne Cheong	PB/JC	C
	Equality event (Lynne Cheong)		Lynne Cheong	PB/JC	C
	Bolsover Partnership & Disability Partnership	As required	Pam Brown	PB/JC	C C
Tenants	Tenants Meetings	As required	Cathy Ford & Sarah Clow	SC	C
Voluntary sector/community groups	Bolsover Partnership CVP & Thematic Action Groups	As required	Pam Brown	PB/JC	C
Members	4 Member Workshops	As required	Pam Brown	PB/JC	C
Staff	ERIC	Weekly- Friday	Scott Chambers	Julian C	C
	Focus Groups/Workshops	As required	Julian Cosgrove	Julian C	C
housing providers	Landlords Forums (Sarah Clow)	As required	Sarah Clow	SC	C

Appendix 1

Businesses	Bolsover Partnership Business & Employment Group	As required	Pam Brown Helen Jenkins	PB/JC Julian C	C C
	Business Advisers Network				
	Bolsover Town Team	As required	Theresa Garrod	Julian C	C
	Attractions Group	As required	Therasa Garrod	Julian C	C
	Developer Forum	As required	Therasa Garrod	Julian C	C
	Bolsover Business Networks	As required	PB, AW-C, CD	PB	C
		As required			
Audience	BDC	BDC Timescale	Contact	Lead	*Method
General Public	Citizens Panel	Nov 2014	Corinna Beatson Scott Chambers	Julian C Julian C	C N
	In Touch- article	October 2014	Scott Chambers	Julian C	N & E
	Council website homepage link to Ask Derbyshire website	As required	Alison Donohoe		N

Appendix 1

	National customer service week	October 2014		Julian C	
Young people	Young Voice	2 October (full agenda) 22 January	Corinna Beatson	Julian C	N & E
Older people	50+ Forum	5 September and 5 December 2014	Pam Brown	PB/JC	N & E
People with Disabilities & BME	Lynne Cheong's mailing list	As Required			N & E
Parish Councillors	Bolsover Partnership Parish Council Liaison Group	As Required	Pam Brown	PB/JC	N & E
Businesses	Chesterfield Area Tourism Partnership	Oct-Dec 2014	Helen Jenkins	Julian C	N

Bolsover District Council

Executive

6 October 2014

Economic Development Team Establishment

Report of the Portfolio Holder for Regeneration

This report is public

Purpose of the Report

- To seek member approval to amend the establishment of the Economic Development Team to include an additional post of Senior Economic Development Officer.

1 Report Details

- 1.1 In June 2014 the Growth Strategy was formally adopted and an action plan identified a series of short medium and long term actions arising from the strategy..
- 1.2 The Council identified three priorities:
- Supporting Enterprise: maintaining and growing the business base
 - Unlocking Development Potential: unlocking the capacity of major employment sites
 - Enabling Housing Growth: increasing the supply, quality and range of housing to meet the needs of the growing population and support economic growth
- 1.3 The majority of the actions outlined within the action plan to deliver the Growth Strategy fall within the remit of the Economic Development and Housing Team.
- 1.4 As part of the Growth Strategy, the Economic Development Team is also leading the production of an Economic Development and Housing Strategy, which will incorporate priority actions in the following areas, tourism and the rural economy, employment and skills, town centre regeneration, business support, strategic housing site development, housing needs for specific groups. It is anticipated that the Strategy will be approved by March 2015. The key responsibility for delivering this Strategy will be the Economic Development team and the Housing Strategy and Enabling Manager.

2 Conclusions and Reasons for Recommendation

- 2.1 Benchmarking with other district councils suggest that Economic Development Teams are comprised of five officers including a service manager. Bolsover Economic Development Team currently stands at 3.5 fte equivalents. An additional post of Senior Economic Development officer would therefore create an appropriate level of capacity to deliver the councils priorities.

3 Consultation and Equality Impact

- 3.1 No consultation is required.

4 Alternative Options and Reasons for Rejection

- 4.1 The current the structure of the Economic Development Team does not have the capacity to deliver the Growth Strategy and Economic Development and Housing Strategy.

5 Implications

5.1 Finance and Risk Implications

The cost of adding a permanent full time Senior Economic Development Officer to the establishment, including on cost is estimated to be £44,000 per annum.

5.2 Legal Implications including Data Protection

None.

5.3 Human Resources Implications

A current and proposed structure chart is attached as appendix 1 and 2.

6 Recommendations

- 6.1 Executive notes the Chief Executive will use his delegated powers to create a new post of Senior Economic Development Officer on the establishment to support the growth agenda.
- 6.2 Executive approves the allocation of approximately £44,000 to fund the post including on costs.

7 Decision Information

Is the decision a Key Decision? (A Key Decision is one which results in income or expenditure to the Council of £50,000 or more or which has a significant impact on two or more District wards)	Yes
--	-----

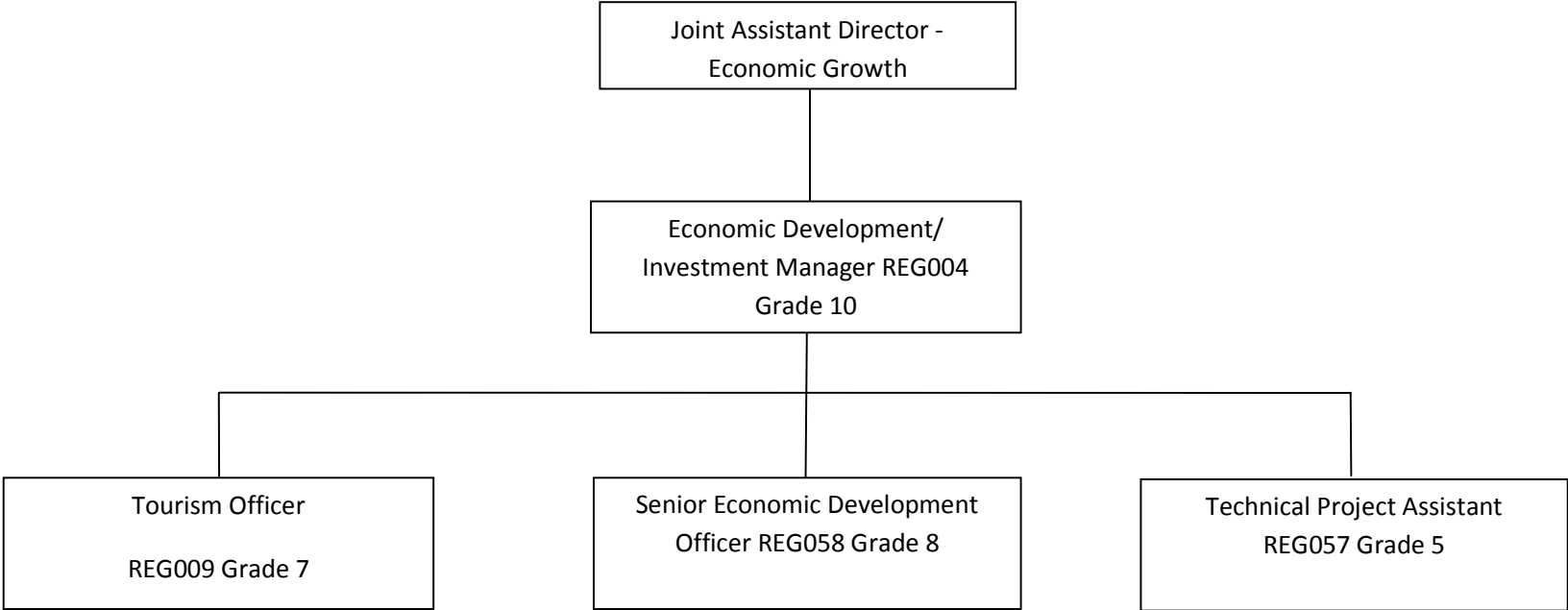
District Wards Affected	All
Links to Corporate Plan priorities or Policy Framework	Corporate Plan

8 Document Information

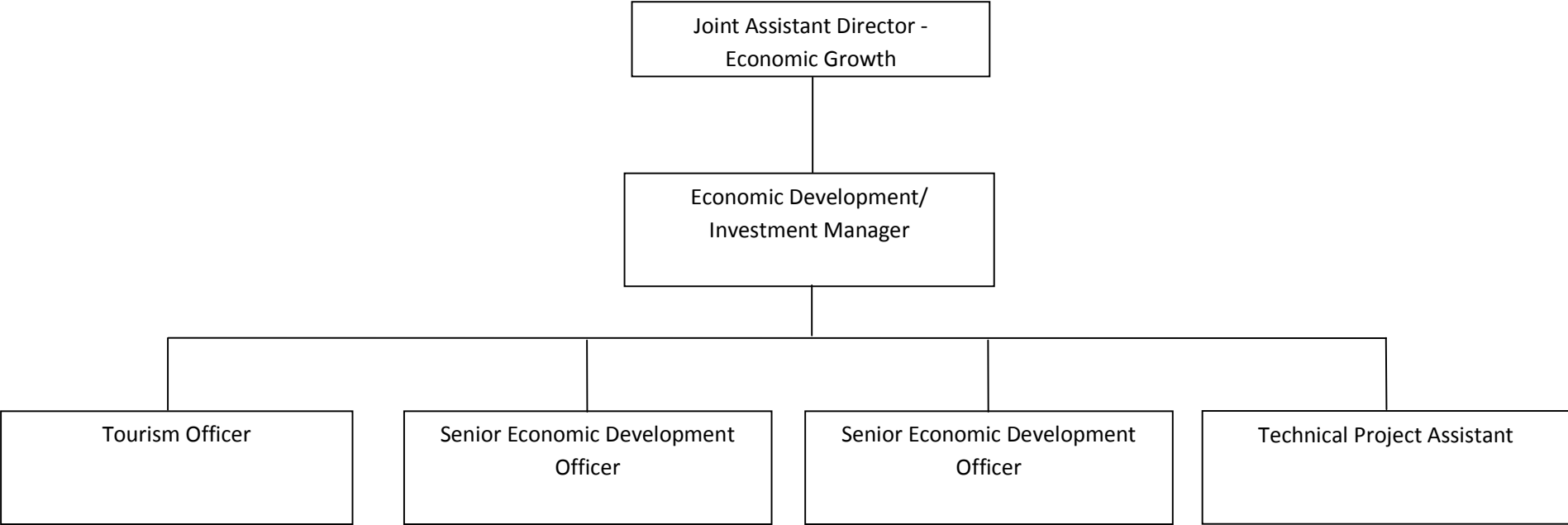
Appendix No	Title
1	Current structure chart
2	Proposed structure chart
Background Papers (These are unpublished works which have been relied on to a material extent when preparing the report. They must be listed in the section below. If the report is going to Cabinet (NEDDC) or Executive (BDC) you must provide copies of the background papers)	
Growth Strategy	
Report Author	Contact Number
Allison Westray-Chapman	Ext 2222

Report Reference –

ECONOMIC DEVELOPMENT - EXISTING



ECONOMIC DEVELOPMENT - PROPOSED



Bolsover District Council

Executive

6 October 2014

Contact Centre Staffing

Report of Cllr R Bowler, Portfolio Holder for Resources

This report is public

Purpose of the Report

- To approve the financial implications arising from amending the staffing establishment in relation to Contact Centres, where it is proposed to combine two existing part time posts into a full time post of 37 hours per week.

1 Report Details

- 1.1 On 19 September 2014 a report was submitted to the Strategic Alliance Management Team, requesting approval to combine 2 existing vacant part-time posts into a single full-time post at 35.75 hours per week, which could then be advertised accordingly.
- 1.2 Given that this was some 1.25 hours per week below a full time post Management took the view that it would be administratively advantageous to make this into a full time post. In addition it was considered that a full time post would be easier to recruit to than a part time position. It was agreed that the additional costs arising from moving to a full time post could best be accommodated by reducing the overtime budget in respect of the contact centres by an equivalent amount.
- 1.3 The additional costs of appointing to a full time rather than a post of 35.75 hours a week are some £786 which will be offset by a reduction in the overtime budget of a corresponding amount.

2 Conclusions and Reasons for Recommendation

- 2.1 Having considered the position of having two vacant part time posts officers have come to the view that most appropriate way forward in operational terms is to combine the two posts into a full time post, funded by a virement from the overtime budget.

- 2.2. The combined post has been recommended by SAMT and, subject to the agreement of the financial implications by Executive, will be implemented by the Chief Executive acting under delegated powers.

3 Consultation and Equality Impact

- 3.1 None required or anticipated as this is combination of 2 vacant posts into one new post.

4 Alternative Options and Reasons for Rejection

- 4.1 The only alternative approach was to continue with the current structure of two part time posts. Officers are of the view that this is unwieldy and would be less operationally effective.

5 Implications

5.1 Finance and Risk Implications

These are covered in the main body of the report.

5.2 Legal Implications including Data Protection

There are no legal implications arising directly out of this report.

5.3 Human Resources Implications

There are no legal implications arising directly out of this report.

6 Recommendations

- 6.1 That Executive approves the financial implications of the proposals as set out within the report and request the Chief Executive to exercise his delegated powers in order to make the corresponding adjustments to the staffing establishment.

7 Decision Information

Is the decision a Key Decision? (A Key Decision is one which results in income or expenditure to the Council of £50,000 or more or which has a significant impact on two or more District wards)	No
District Wards Affected	All

Links to Corporate Plan priorities or Policy Framework	Strategic Organisational Development – Continually improving our organisation
---	---

8 Document Information

Appendix No	Title
1	BDC - Vacancy Control Request – Contact Centres
Background Papers (These are unpublished works which have been relied on to a material extent when preparing the report. They must be listed in the section below. If the report is going to Cabinet (NEDDC) or Executive (BDC) you must provide copies of the background papers)	
Report Author	Contact Number
Alison Donohoe, Customer Services Manager Kevin Shillitto, Principal Solicitor	01246 242230 01246 242507

Report Reference –

SAMT

BDC - Vacancy Control Request – Contact Centres

A Contact Centre member of staff has been successful in obtaining a permanent post within IT and will be leaving the Contact Centre Service on 01/10/14. A further member of staff has submitted her resignation and leaves the authority on 19/09/14. This will leave one 20.25hr per week post (CUS051) and one 15.5hr per week post (CUS056) vacant.

With the 15.5hr post being such a small bank of hours it has historically proven problematic for both service needs and continuity for the post holder. It is difficult to rota the shifts effectively and also for the post holder to keep up to date with operational procedures. Therefore, we are adding the 15.5hr post to the 20.25 post to make one vacant post of 35.75 hrs per week.

These posts are existing permanent posts with a budget provision and all Contact Centre posts are contracted to work at any of the Contact Centre locations.

Being a critical front line service the priority is to recruit to the 35.75 hr post as quickly as possible in order to keep the service operational.

There are currently four members of staff in temporary 18.5hr per week Meet and Greet/Cashier scale 4 posts which have been extended to April 2015, who may be interested in applying for a permanent Customer Advisor post.

Considering the above we are seeking approval to:

1. Merge the two existing posts for 15.5hrs and 20.25hrs to make one post of 35.75hrs
2. Do a 7 day turn around internal advert (across BDC and NEDDC) for one 35.75hr post on a permanent contract
3. Should internal recruitment be unsuccessful the post should be advertised externally.
4. Any knock on vacancy created from one of the existing temporary CC Meet and Greet/Cashier applying for and obtaining the vacancy should then be advertised externally.

I trust that the above will be supported on the basis outlined.

Alison Donohoe

Customer Services Manager

Customer Service and Improvement

18/09/14