

Date: 24 October 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 3 November 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

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EXECUTIVE AGENDA

Monday 3 November 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 6 October 2014 | Previously circulated |
| 5 | Recommended Items From Other Standing Committees None. | |
| 6* | Scrutiny Review on the Impact of Welfare Reform and Wider Issues on the Contact Centres <i>Recommendations on pages 6 and 12-15</i> | 5-27 |
| 7 | Compliments, Comments and Complaints Quarterly Report (Q2) 2014/15 <i>Recommendation on page 54</i> | 28-55 |
| 8 | Information Requests – April to September 2014 <i>Recommendation on page 58</i> | 56-90 |

| | | |
|-----|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-----------|
| 9* | Derbyshire and Derby City Joint Municipal Waste Management Strategy <i>Recommendation on page 92</i> | 91-150 |
| 10 | Renewal of Council Insurance Policies 2014 <i>Recommendation on page 157</i> | 151-163 |
| 11 | Community Cohesion Project Update | To follow |
| 12 | 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 & 3</u> | |
| 13* | Medium Term Financial Plan | To follow |

Note on Key Decisions and Exempt Items

All Key Decisions are denoted by the * symbol. Item 6, Scrutiny Review on the Impact of Welfare Reform and Wider Issues on the Contact Centres, is a Key Decision but was not included on the List of Key Decisions and Exempt Items for November 2014. The item is a Key Decision because it is likely to result in expenditure over £50,000. This was not originally known at the time of publication of the List but has come to light recently following advice from officers. The relevant Chair of Scrutiny (Cllr H Gilmour) has been informed of the item.

No representations have been received in respect of item 13, Medium Term Financial Plan, being taken in private session of the agenda since the publication of the List.

Bolsover District Council

Executive

3rd November 2014

Scrutiny Review on the Impact of Welfare Reform and wider issues on the Contact Centres

Report of Councillor Hilary Gilmour, Chair of the Improvement Scrutiny Committee

This report is public

Purpose of the Report

- To consider the outcome of the scrutiny review on the impact of welfare reform and wider issues on the contact centres.

1 Report Details

- 1.1 The Improvement Scrutiny Committee has completed its review on the Impact of Welfare Reform and wider issues on the Contact Centres.
- 1.2 The aims of the review were: -
- To consider the effects of delivery of customer services within the context of Welfare Reform
 - To consider the resilience of the Contact Centres in the response to change from Welfare Reform
- 1.3 The objective of the review was to ensure that our communities are receiving the most efficient service that Bolsover District Council can provide bearing in mind the changes brought about through Welfare Reform.
- 1.4 Members carried out the review with key issues in mind. These included identifying any changes in ways of delivering customer Services in Contact Centres, Demands on the service from complex issues arising from Welfare Reforms and to consider any impact of further challenges facing Bolsover District Council

2 Conclusions and Reasons for Recommendation

- 2.1 The Improvement Scrutiny Committee has made nine recommendations based on evidence gathered during the review. The comments of the relevant Portfolio Holder, Executive Director – Transformation, The Joint Assistant Director, Customer Service and Improvement, Customer Services Manager and the Billing and Recovery Manager were sought prior to the final report being approved by the Scrutiny Management Board.

3 Consultation and Equality Impact

3.1 None

4 Alternative Options and Reasons for Rejection

4.1 None

5 Implications

5.1 Finance and Risk Implications

If accepted by the Executive, Recommendation 2.1 requires a budget extension of between £43,362.00 and £51,280.00 for the creation of two full time Customer Advisor posts from April 2015.

5.2 Legal Implications including Data Protection

None

5.3 Human Resources Implications

None

6 Recommendations

6.1 That the Executive consider the Improvement Scrutiny Committee recommendations set out in the report following the review on the Impact of Welfare Reform and wider issues on the Contact Centres.

6.2 That the Executive provide a response on the review recommendations within six weeks in accordance with the Scrutiny Procedure Rules in order that an action plan can be drawn up to monitor implementation.

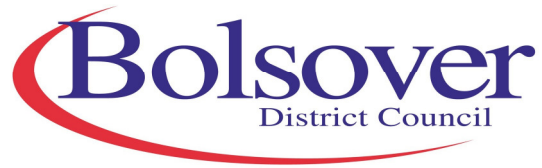
7 Decision Information

| | |
|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|---------------------------------------------------------------------------|
| 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 – Recommendation 2.1 of the Scrutiny Review Report |
| District Wards Affected | None. |
| Links to Corporate Plan priorities or Policy Framework | CUSTOMER FOCUSED SERVICES - Providing excellent customer focused services |

8 Document Information

| Appendix No | Title |
|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|--------------------------------|
| A | Copy of Scrutiny Review Report |
| 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) | |
| None. | |
| Report Author | Contact Number |
| C Millington | 242385 |

Report Reference –



**IMPROVEMENT SCRUTINY
COMMITTEE**

**Scrutiny Review of the Impact of
Welfare Reform and Wider Issues on
the Contact Centres**

August 2014

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| Appendix 4 | Data Analysis: Questionnaire for Local Authorities |

Foreword of Councillor Hilary Gilmour Chair of the Improvement Scrutiny Committee

On behalf of the Improvement Scrutiny Committee it is a pleasure to present this review report, The Impact on Customer Services due to Welfare Reform and Wider Issues.

The review was carried out one year after the implementation of Welfare Reforms.

Welfare Reforms and other issues have had a major impact on customer service delivery with all four Contact Centres experiencing high volumes of customers with complex and diverse needs.

Members' observations were that the pressures experienced will continue to increase as Welfare Reforms continues to impact on our customers through the implementation of Universal Credit.

The recommendations made in this report will help to relieve some of the pressures that the Contact Centre Managers and their teams experience whilst maintaining an excellent quality service for our customers.

I wish to take this opportunity to thank Alison Donohoe - Customer Services Manager and Contact Centre Managers and their staff for all their time and effort to provide us with information for this review. I would also like to thank officers and the many agencies and partners who took the time to contribute to this review.

Many thanks to Lynne Cheong, acting Scrutiny Officer and Abby Brownsword, Governance Officer for their dedicated hard work and commitment to this review and finally a sincere thank you to the Members of the Improvement Scrutiny Committee for their perseverance and dedication, committing to extra meetings in order to meet the deadline for this review.

1. Introduction

The Improvement Scrutiny Committee selected the topic for its review at the Annual Scrutiny Conference in April 2014 having noted that demands on Customer Services had increased substantially due to welfare reform and other issues.

In addition to the data in Appendix 5, other recent data from the Contact Centre service shows that:

- 5,000 more verification procedures for housing benefit claims were handled in 2013/14 than in previous years with an estimated further increase of 3000 in 2014/15.
- Debit card payments – in 2013/14 over 10,000 payments were made on the Council's automated telephone payment line; 12,472 internet payments; 12,786 payments to customer advisors by telephone; and over 17,000 face to face debit card payments to the cash desk.

- In 2013-14, the service received 4,648 corporate e-mail enquiries and in the 1st quarter of 2014/15, it received 1,702 which is a huge increase. The service took over responsibility for this area of work in 2013. It responds to each enquiry, monitors progress on each case and chases up any departmental responses, to enable reporting on the Council's Customer Service Standards. With channel shift forming a key part of service transformation at the Council, it may be anticipated that this method of contact will continue to increase.
- In 2013/14 the service received 85,364 telephone calls which is an increase of 2,214 compared to 2012/13.
- In 2013/14 the service handled 74,478 face to face enquiries which is an increase of 1,678 compared to 2012/13.
- In 2013/14 the service processed 118,316 payments which is an increase of 13,934 compared to 2012/13.

| | 2012/13 | 2013/14 | increase |
|--------------------|----------------|----------------|-----------------|
| Tel calls received | 83150 | 85364 | 2214 |
| Face to Face | 72800 | 74478 | 1678 |
| E-mail | 0 | 4648 | 4648 |
| Payments | 112923 | 118316 | 5393 |
| Total | 268873 | 282807 | 13934 |

The table below gives estimates of the numbers in the District –both in work and not working - who are affected by welfare reforms.

| Benefit | Estimated no. of claimants affected |
|---------------------------------------------------|--------------------------------------------|
| Housing Benefit: Local Housing Allowance | 1800 |
| Housing Benefit: Under-occupation ('bedroom tax') | 700 |
| Non-dependant deductions | 400 |
| Household benefit cap | 30 |
| Council Tax Benefit | 4500 |
| Disability Living Allowance | 1000 |
| Incapacity benefits | 2600 |
| Child Benefit | 9600 |
| Tax Credits | 6600 |

Source: Centre for Regional Economic & Social Research, 2013

Bolsover District has a diverse range of customers who access the Contact Centres on a regular basis for services and support. These needs include disabled, elderly, vulnerable adults, mental health issues, domestic violence, young people with no life skills, ethnic minorities and single parents.

2. Recommendations

The Improvement Scrutiny Committee makes the following recommendations:

2.1 That two full time Customer Advisor posts are created and permanently placed on the establishment from April 2015.

The Customer Services Manager reported that there were five temporary members of staff, four of which worked on Meet and Greet and on cash restricted duties (scale 4) and one member of staff was a Customer Advisor (part time – 23 hours 15 minutes) (scale 5).

The number of customers contacting the Council has increased substantively since the implementation of the government's programme of welfare reforms.

Face to face contact can take up to 25 minutes per enquiry. During the review, Members observed evidence to suggest that people can be queuing for over an hour to be seen on busy days.

The Contact Centre service has experienced a shortfall in fully trained Customer Advisor roles which is impacting on some aspects of its performance. It has historically proved difficult to recruit to temporary roles, due to little interest in short term contracts from suitable potential employees. Those employed in temporary roles as Meet and Greet staff could not be deployed into Customer Advisor roles at busy times as the training needs for the latter were of approximately nine months duration.

The length of time necessary for training was in part due to the complex nature of the Council as an organisation and understanding the differing roles and responsibilities within services in order to direct customers to the appropriate place. Other factors included staying informed about changes in policy and legislation as well as any external changes, for example within local partner agencies. The Meet and Greet roles required approximately four months training as the duties were very different.

The Committee was advised that the creation of two additional Customer Advisor posts would require a budget extension of between £46,362.00 and £51,280.00 and it was felt that this could be funded using the underspend on the General Fund in order to continue to deliver the agreed level of service to local residents.

2.2.1 That the current quarterly half day closing arrangements for staff training sessions are maintained to ensure that staff remain on top of the changing landscape of Welfare Reforms and maintain the high levels of customer service currently delivered.

A quarterly Wednesday afternoon half day training session has proved beneficial for staff and their personal development, notably through increasing morale, confidence, sharing knowledge about complex benefit and other changes; inviting advice agencies into the training sessions to develop best practice; identifying new agencies for signposting; and developing practical solutions to emerging issues. An example of the latter was a staff suggestion for a checklist for documentation relating to Choice Based Lettings, which has been implemented.

Performance monitoring information evidences that there has been neither a decrease in customer satisfaction levels nor any significant increase in complaints as a result of the half day closure of the four Contact Centres for staff training. However, there had been an increase in customer compliments.

Comments received from staff showed that it was valuable to move away from the usual work area and meet up with colleagues from other Contact Centres as well as the Customer Advisors felt like they were providing a better quality service to our customers particularly in relation to understanding Mental Health Issues which had been included within the training sessions over the past year.

Further dates have been scheduled for the remainder of 2014/15 and the quarterly training should continue through 2015 and onwards.

2.2.2 That any additional training with new voluntary partnerships for Contact Centre staff are considered a priority e.g. SAFFA, CISWO, Sign Language. These needs may be identified by customer feedback, as well as by staff.

The Committee was surprised at the sheer volume of contacts handled and impressed by the innovative ways in which the Contact Centres have responded to complex customer needs arising from welfare reforms. Members particularly noted the ongoing partnership work with local agencies such as food banks, advice services and specialist services for ex-services and miners, as well as financial inclusion projects such as credit unions and debt management support. The on-line information kiosk provided by NEDCAB at The Arc, Clowne, is a good example of how joined up approaches can benefit customers. Staff training has also played an important role in supporting innovative good practice and building capacity to identify and respond to issues such as mental health and autism when dealing with customers.

2.3 The Committee endorses the Portfolio Holder and Customer Contact Service Manager's support for investigating the possibility of a move to automated payment methods.

The Customer Services Manager advises that this option is being considered as part of the wider review of Customer Services which will be picked up through that process and if approved, will be subject to a full business case. Such a system would provide an opportunity for out of hours customer service at The Arc, Clowne and The Hub, South Normanton where the buildings are open outside of Contact Centre opening times.

2.4.1 That the Authority continues to provide Contact Centres in the four current locations.

There is a continuing need for Contact Centre premises in each of the four current locations, as the four areas have very different customer needs, as evidenced in the analysis of customer questionnaires and Members experiences.

Due to the rural nature of the District and a lack of main bus routes, it is difficult for customers who do not drive to travel from one area of the district to another. The four Contact Centres are conveniently located in the four main town centres of the District which means that the majority of the District's residents are able to access face-to-face and cash desk services within the local area.

Carrying out this review has highlighted the variety of services and support available to our customers who often visit the Contact Centres with diverse and complex needs. It was reported that the personal service on offer at the local Contact Centres has often resulted in identifying other issues that the Customer Advisors have been able to assist with and resolve.

Contact Centre Managers and Customer Advisors get to know customers in the local area they serve and this knowledge and expertise is valuable in delivering a quality service to local people. One of the recommendations from the Customer Excellence Assessment is to consider implementing monitoring of the quality of service delivered.

2.4.2 That consideration be given to the Contact Centre at Shirebrook being relocated in new premises as a matter of urgency, bringing Shirebrook up to the standard of the other Contact Centres.

The relocation of Shirebrook Contact Centre has been a longstanding issue with customers, staff and Elected Members. Concerns regarding the size of the building and floor space for both customers and staff have been raised at the Authority's Safety Committee and Strategic Alliance Management Team.

2.4.3 That the potential use of a language volunteer and the demand for such a service at the Shirebrook Contact Centre be investigated.

Shirebrook has a polish community and in order to assist people some Customer Advisors have learnt basic polish to adapt to customer need. However, having a volunteer fluent in Polish would ensure that all customers receive the same level of service.

It has now been established that there are a couple of volunteers currently working out of the Christian Aid Centre. The Customer Services Manager is attending a meeting in September 2014 to discuss signposting and options for utilising this facility.

It was also noted that 'Language is everything' provided a useful telephone translation service.

2.4.4 That the Authority considers how privacy can be improved in all four Contact Centres.

Comments were received from customers about the level of privacy at the windows when dealing with a Customer Advisor.

Although the Contact Centres have a notice advising Customers that they can request a private interview room to deal with their enquiry, most customers felt that this would add to their waiting time.

2.5 That the Revenues Service, where possible, take account of Bank Holidays and other issues when sending mass mail outs, to avoid additional pressure on both customers and the Contact Centres.

The Revenues Manager had advised that while there was no corporate policy on the timing of mail out items such as council tax summonses, the Council was obliged to issue notices in line with legal notice periods and with predetermined court hearing dates, over which the Authority has no control. The Revenues Service shares this information with the Contact Centres to enable them to plan for an anticipated increase in customer contacts.

3. Scope of Review

The aims of the Review were:

- To consider the effects of delivery of customer services within the context of Welfare Reform
- To consider the resilience of the Contact Centres in the response to change from Welfare Reform.

The objective was:

- To ensure that our communities are receiving the most efficient service that Bolsover District Council can provide bearing in mind the changes brought about through Welfare Reform.

The Committee comprised the following Members:

| | |
|----------------------------|------------------------|
| Councillor Hilary Gilmour | Councillor Jim Smith |
| Councillor Pauline Bowmer | Councillor Ray Brooks |
| Councillor Jim Clifton | Councillor Paul Cooper |
| Councillor Malcolm Crane | Councillor Ray Heffer |
| Councillor Duncan McGregor | Councillor Rita Turner |

4. Method of Review

Several methods were used to gain insight into key issues from officers and customers and to benchmark our approach with that of neighbouring authorities, which then informed the Committee's Review.

The methods used were:

- Interviewing
- Site visits to Contact Centres using questionnaires for customers
- Questionnaire to advice agencies
- Questionnaire to other local authorities to benchmark for good practice

Documentary evidence:

- Any Bolsover District Council policy on mail out of council tax and rent arrears
- Timing of summonses
- Contact Centre scripts
- Statistical data: District profiles and customer insight information
- Contact Centre Performance management information from PERFORM

5. Evidence

The Customer Services Manager provided a detailed overview of the day to day operational issues affecting the Contact Centres, as resources needed to be redeployed to meet varied demands.

To gain an understanding of how Firmstep works in practice, Members were shown sample scripts used by Contact Centre staff which act as prompts when dealing with enquiries. These incorporated a wealth of information to support signposting of customers to relevant internal and external sources of advice, information and support.

6. Key Findings

- The Contact Centres provide support to all departments across the authority.
- The scale of welfare reforms is beginning to be felt across the District and with more changes to come in the future such as the transition to Universal Credit, demand from customers who are affected is likely to increase.
- Staffing issues have impacted on the resilience of frontline Customer Services in coping with rising demand arising from welfare reforms and other issues. This in turn has led to queues at peak times and longer customer waiting times as Customer Advisors are dealing with processes and complex issues which take longer to complete or resolve.
- Mail outs by the Revenues service prior to Bank Holidays have also led to increased demand when the Council offices have reopened. Members felt that this potentially increased anxiety for some vulnerable customers.
- Channel shift is transforming service delivery with its potential to free up human resources through technological solutions. For example, Firmstep, the new Customer Information System, will enable customers to report and track progress on dealing with problems on-line and a proposed automated payment system will provide an additional out of hours payment method. Nevertheless, the authority must continue to support face to face and other access by those customers with more complex needs, particularly disabled people, older people and those who do not have access to the internet.
- In addition to the Polish Community in Shirebrook, Customer Advisors reported that there were more requests being received for Lithuanian interpretation and the new language service facility – Language for Everyone was being used for these requests. The use and expense of this facility will need to be monitored in the coming months.
- During the site visits a suggestion was made by a customer that the Authority considered trialing a ticketing system to allocate places in queues. Members have been advised that this option has been explored on a number of occasions and has been found not to be cost effective for the volume of customers involved and also the size of the waiting areas do not justify such a system.
- The Improvement Scrutiny Committee will continue to monitor the development of Firmstep through the annual work plan.

7. Conclusions

The Committee has considered the evidence and concluded that staffing levels in the Contact Centres have impacted on the service's capacity to respond to increased customer contacts and maintain any relevant Customer Service Standards, which are key to the Council's achievement of the Customer Service Excellence standard.

Transformation of its services is a Council priority and will benefit many customers in the future as more customer services go on-line; however, this channel shift will take time to embed. In addition, there will always be customers who need more support to access our services as well as those who for various reasons prefer to visit their local Contact Centre.

Local Contact Centres are able to tailor their services to meet local needs, so the potential use of a Polish speaking volunteer for drop in sessions in Shirebrook is a welcome development. The Committee was concerned that the premises at Shirebrook are not of the same high standard as newer premises at Clowne and South Normanton; the new premises at Bolsover have yet to be completed. Members also observed during their on-site visits that there are privacy issues in each Contact Centre and that some customers struggle to stand in queues.

The Committee believes that its recommendations will help make the Contact Centre service more effective and increase efficiency.

Appendix 1

Stakeholders

| | |
|------------------------------------|-------------------------------------------------------|
| Councillor Rose Bowler - | Portfolio Holder, Customer Services |
| Paul Hackett - | Executive Director - Transformation |
| Jane Foley - | Assistant Director – Customer Service and Improvement |
| Alison Donohoe - | Customer Services Manager |
| Sarah Smith - | Contact Centre Manager |
| Josie Woods - | Customer Advisor |
| Jane Lappins- Partnerships Team | Billing and Recovery Manager |

Partners / Agencies

2 Shires Credit Union
Age UK
Derbyshire Law Centre
Derbyshire Unemployed Workers Centre
NEDCAB
Release

Local Authorities

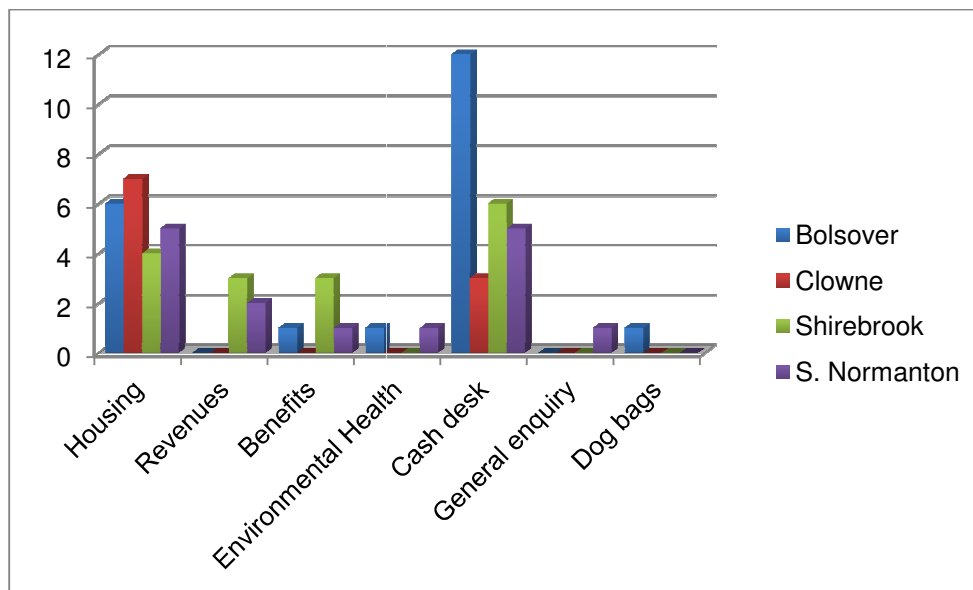
Amber Valley District Council
Chesterfield Borough Council
Derby City Council
North East Derbyshire District Council

Appendix 2

Data Analysis: Questionnaire for Contact Centre Customers

1. What is the nature of your enquiry today?

| Service | Bolsover | Clowne | Shirebrook | S. Normanton | Total |
|----------------------|----------|--------|------------|--------------|-------|
| Housing | 6 | 7 | 4 | 5 | 22 |
| Revenues | - | - | 3 | 2 | 5 |
| Benefits | 1 | - | 3 | 1 | 5 |
| Licensing | - | - | - | - | 0 |
| Street Services | - | - | - | - | 0 |
| Planning | - | - | - | - | 0 |
| Environmental Health | 1 | - | - | 1 | 2 |
| Cash desk | 12 | 3 | 6 | 5 | 26 |
| Credit Union payment | - | - | - | - | 0 |
| General enquiry | - | - | - | 1 | 1 |
| Dog bags | 1 | - | - | - | 1 |



1.a. How often do you visit the Contact Centre?

| Time interval | Bolsover | Clowne | Shirebrook | S. Normanton | Total |
|---------------|----------|--------|------------|--------------|-------|
| Weekly | 10 | 3 | 2 | 5 | 20 |
| Monthly | 3 | 3 | 5 | 5 | 16 |
| Quarterly | - | 3 | - | 1 | 4 |
| Once a year | - | - | - | - | 0 |

| Time interval | Bolsover | Clowne | Shirebrook | S. Normanton | Total |
|----------------------|-----------------|---------------|-------------------|---------------------|--------------|
| Occasionally | 7 | 1 | - | 3 | 11 |

1.b. What time do you usually call at the Contact Centre?

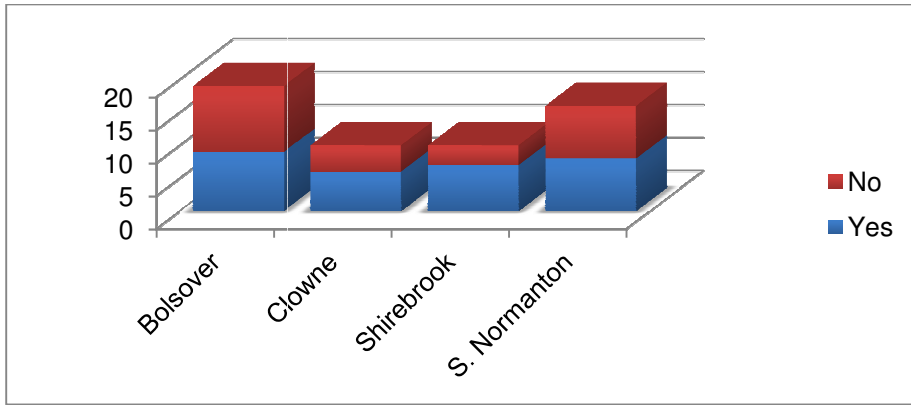
| Time / day | Bolsover | Clowne | Shirebrook | S. Normanton | Total |
|-------------------|-----------------|---------------|-------------------|---------------------|--------------|
| Morning | 11 | 2 | 1 | 6 | 24 |
| Afternoon | 1 | 1 | - | 1 | 3 |
| Any time | 6 | 7 | 7 | - | 20 |
| Monday | 5 | 2 | 2 | 5 | 14 |
| Tuesday | 1 | 1 | - | - | 2 |
| Wednesday | - | 1 | - | 1 | 2 |
| Thursday | - | 1 | - | 1 | 2 |
| Friday | - | - | 1 | - | 1 |
| Any day | 7 | 3 | 3 | 5 | 18 |

2. How long do you think is a reasonable time to wait to see an advisor?

| Reasonable waiting time | Bolsover | Clowne | Shirebrook | S. Normanton | Total |
|--------------------------------|-----------------|---------------|-------------------|---------------------|--------------|
| 5-10 minutes | 6 | 2 | 4 | 9 | 21 |
| 10-15 minutes | 4 | 1 | 3 | 5 | 13 |
| 15-20 minutes | 4 | - | 3 | 1 | 8 |
| 20-30 minutes | 2 | 1 | - | - | 3 |

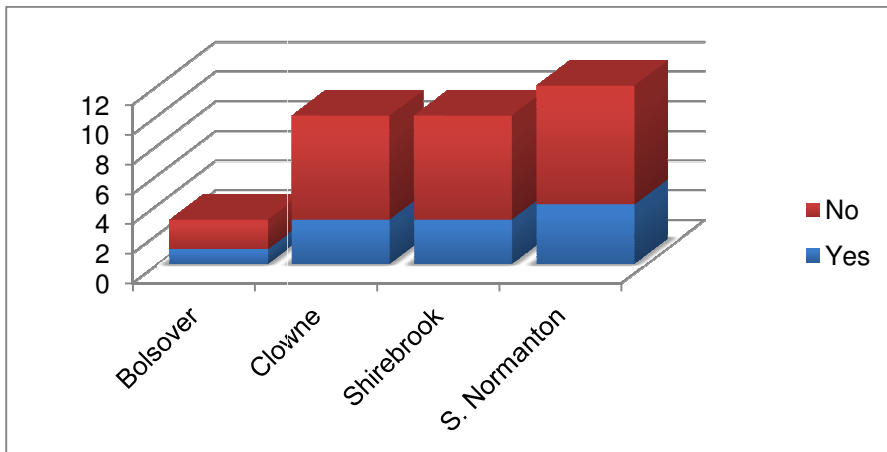
2.a Do you have a computer, smart phone or other mobile device (eg: tablet, ipad) with an internet connection?

| | Bolsover | Clowne | Shirebrook | S. Normanton | Total |
|-----|-----------------|---------------|-------------------|---------------------|--------------|
| Yes | 9 | 6 | 7 | 8 | 30 |
| No | 10 | 4 | 3 | 8 | 25 |



2.b. Do you know about / use our on-line services (eg: to report a missed bin)?

| | Bolsover | Clowne | Shirebrook | S. Normanton | Total |
|-----|----------|--------|------------|--------------|-------|
| Yes | 1 | 3 | 3 | 4 | 11 |
| No | 2 | 7 | 7 | 8 | 24 |



Appendix 3

Data Analysis: Questionnaire for Partners / Agencies

1. Has your agency received any client referrals for advice, support or information from local councils?

| | |
|-------------|---|
| Yes | 4 |
| No | 1 |
| No response | 2 |

- 1.a. If yes, how many referrals were made in the following years?

| 2012-2013 | 2013-2014 |
|-----------|-----------|
| 15 | 30 |

2. Has your agency received any referrals from Bolsover District Council?

| | |
|-------------|---|
| Yes | 4 |
| No | 1 |
| No response | 1 |

- 2.a. If yes, how many referrals were made in the following years?

| 2012-2013 | 2013-2014 |
|-----------|-----------|
| 3 | 14 |

3. Has there been a significant increase in demand for your service due to welfare reforms or wider issues?

| | |
|-------------|---|
| Yes | 4 |
| No | 1 |
| No response | 1 |

4. What has been the route for individuals assisted?

Callers who contact the Law Centre via: email, telephone, website or calling into the main office or at one of the branch offices receive a diagnostic assessment from our Assessment Team.

If their enquiry falls within one of our specialist areas of law (debt, discrimination, employment, homelessness, housing and tackling hate and harassment) then we would follow this up with an appointment to see a solicitor or a caseworker. Otherwise they are referred to a most appropriate advice agency or be given self-assisted information.

Individuals come to us via a number of sources as well as the Council including other partners, our own marketing activities and recommendations from family and friends

5. How many individuals have you assisted in accessing the Council's Discretionary Housing Payments fund?

| | |
|---------------------------|----|
| Total no. assisted | 17 |
|---------------------------|----|

6. Are you aware that the Council's Customer Advisors are now trained to better identify and respond to the needs of customers as individuals?

| | |
|------------|---|
| Yes | 4 |
| No | 1 |

6.a. Can you identify any positive benefits for your agency from our more holistic approach to individual needs?

| | |
|-------------------------|---|
| Positive comment | 3 |
| Negative comment | 0 |

We are pleased to see that customer advisers at Contact Centres are providing holistic services – analysing the key issues and responding to each issue by making the most appropriate referral on each matter.

Some people accessing services that previously probably would not. A person contact with the council maybe the only or main opportunity to encourage a person to obtain additional support.

It enables individuals to be referred to the most appropriate agency

6.b. Can you suggest any ways to improve our service?

Keep reminding and encouraging front-line staff that when dealing with people they very often have a multiplicity of issues and not to bury their heads but get support. It would be good to ask that person the next time (if it happens) they see them, e.g at a Contact Centre counter. How they got on at agency, etc – relationship and trust building.

This will help spread the word by people's recommendations/talk, etc. that free advice and support is available.

Annual checks on referrals made to advice agencies – this will give us the opportunity to work in partnership and look at ways of improving referral rates.

No. We work closely with various departments with Bolsover DC.

Appendix 3

Data Analysis: Questionnaire for Local Authorities

The questionnaire was sent to ten local authorities, five of which responded. Follow up calls / email contacts were made to encourage more responses.

1. Has there been a significant increase in demand for your customer services due to welfare reforms or wider issues?

| | |
|--------------------|---|
| Yes | 4 |
| No | 1 |
| No response | 0 |

One authority commented that there had been an initial increase resulting from more complex enquiries around the under-occupancy rule.

Another noted a 10% increase in customer contacts (visits and telephone calls) to Revenues mainly due to a combination of queries and recovery following changes to Council Tax benefit.

2. What changes have you made, if any to deliver your customer services? For example: staff training, channel shift, script changes, more web-based information.

| | |
|----------------------------------------------------------------------------------------------------------------|---------------------------------------------------------------------------------|
| Staff training sessions | Lessons learned |
| Explaining new system at time of customer contact | Essential |
| Prioritised encouraging those affected to set up a payment plan, to mitigate against any later recovery action | Most customers now on weekly / fortnightly payment plan, to help with budgeting |
| Joint work with housing provider to offer money advice and help with DHP applications | Money advice available to all, not just tenants |
| Welfare Reform Board set up to ensure the welfare reform agenda is communicated and addressed | |
| Updating communications to all customers, stakeholders, third sector organizations, elected Members | More information is available to customers on the web |
| Channel shift | DHP applications now completed on-line |
| Review of DHP policy and procedures | |
| Creation of Local Assistance Scheme, to replace Crisis Loans / Community Care Grants | |

| | |
|----------------------------------------------------------------------------------------------------------------------------------------------------------------------|--|
| Presentation to representatives from service areas and external partners (Housing associations, CAB, NHS, social services, local groups, Jobcentre and Credit Union) | |
| Scripts to assist with customer enquiries, links to documents detailing Housing and Council Tax benefit changes | |
| Welfare Reform Project Group set up | |
| Training for Customer service staff on welfare reform | |
| Customer service proposal strategy for channel shift | |

2.a. Have you sought customer feedback on these changes?

| | |
|--------------------|---|
| Yes | 1 |
| No | 4 |
| No response | 0 |

2.b. If yes, what methods of customer engagement have you used? For example: customer service events, questionnaires, touchscreen or other satisfaction measures, Tenants and Residents Associations.

| |
|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Consultations with RSLs, third sector, frontline staff and internal teams to ensure lessons are learnt from activities done last year and that communications / outreach work is more effective this year |
| Feedback from Jobcentre, general feedback via comment collected within customer services team |

2.c. Can you identify any benefits for your authority from a more holistic approach to individual customer needs?

| |
|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Customers are encouraged to prepare for Universal Credit by being supported to get on-line to claim Council services |
| Preparing for Local Support Services Framework has meant that we have forged stronger links with third sector organisations, to facilitate better signposting to appropriate services |
| Housing service put together a pack for tenants to encourage mutual exchange and to prepare residents for the changes. This has kept rent arrears to a minimum |
| 530 individuals signed up to a Credit Union |

3. How many individuals have been assisted to access your Discretionary Housing Payments fund?

| | |
|------------------|------|
| 2013-2014 | 2085 |
|------------------|------|

One authority did not specify the numbers accessing DHP but noted that 98% of their DHP funds had been allocated.

Another authority has allocated 27% of their DHP funds based on size criteria.

Bolsover District Council

Executive

3rd November 2014

Compliments, Comments and Complaints Quarterly Report (Q2) 2014/15

Report of Cllr R Bowler, Portfolio Holder for Resources

This report is public

Purpose of the Report

- To provide information on the monitoring and effective management of complaints and customer requests which is central to excellent customer service and the Council can use to improve services.
- To provide information on the number of compliments, comments and complaints for the period 1st July to 30th September 2014.

1 Report Details

Compliments

Table A shows the number of written compliments received for the period. In total 33 written compliments were received. A good cross section of compliments received from customers appreciating excellent service, including 11 for the Housing Department and 9 for Streetscene Services

Comments

Table B shows the number of written comments received for the period. All 25 were responded to within standard (20 working days). Five comments during this quarter were about the lack of toilet provision within Bolsover town centre.

Table C shows the above information by department.

Service Requests

This information is not available at this time as the Firmstep customer information system does not have a reporting function for this particular information. The Assistant Director - Customer Service and Improvement is aware that the ICT department is currently looking at developing a reporting tool to capture this data.

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. 32 complaints were received during this period. 30 were responded to within our customer service standard of 20 working days with the remaining two within timescale. 14 complaints were for the Housing Department, covering a variety of housing issues, including 6 calling for more action in cases of neighbour/ antisocial behaviour. These have been dealt with by Housing Enforcement.

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

Ombudsman

Table J shows the status of Ombudsman complaints for 2014/15 as of 1st October 2014. During this quarter, one preliminary investigation was received and decided on. The Ombudsman discontinued her investigation and recorded the decision as to 'Discontinue the investigation as the complainant did not make the complaint within 12 months of first becoming aware of the matter and there is no reason to exercise discretion'. Also she does not consider there is sufficient personal injustice to the complainant and so does not intend to take further action.

Performance

The target of 100% has been achieved for responding to stage two complaints within 20 working days for 2014/15.

Table A: COMPLIMENTS SUMMARY 1/7/14 – 30/9/14

| Date Received | Area | Summary of Compliment | Departments Involved |
|---------------|-----------------|-----------------------------------------------------------------------------------------|---------------------------------------------|
| 02/07/14 | Shirebrook | Thanks to CAN Ranger for help with neighbour problem | Community Services |
| 10/07/14 | Tibshelf | Thanks to refuse team - extremely helpful | Streetscene Services |
| 16/07/14 | Bolsover | Thanks to Council Tax staff for help | Revenues & Benefits |
| 02/07/14 | Shirebrook | Thanks to CAN Ranger for sorting a neighbour problem | Community Services |
| 03/07/14 | Clowne | Thanks to gardeners for clearing garden (one off at tenancy commencement) | Streetscene Services |
| 03/07/14 | Creswell | Thanks to Housing repairs for sorting the loft problem | Housing |
| 03/07/14 | Pinxton | Thanks to Repairs Section for welfare adaptation | Housing |
| 18/07/14 | Tibshelf | Thank you for prompt attention replacing taps | Housing |
| 17/07/14 | Barlborough | Thank Customer Advisor with help and information regarding Memorial Garden | Customer Service (& Improvement) |
| 28/07/14 | South Normanton | Thank you for being so nice, in relation to Benefit claim | Revenues & Benefits |
| 25/07/14 | Clowne | Grounds maintenance did a fantastic job of the grass verge at the front of her property | Streetscene Services |
| 28/07/14 | Bolsover | Bolsover Food Fair was a lovely event | Economic Growth |
| 29/07/14 | Shirebrook | Quick response for a repair to be done | Housing Customer Service (& Improvement) |
| 30/07/14 | Shirebrook | Thanks to contractors fitting new kitchen | Housing |
| 01/08/14 | Bolsover | Thanks to Housing for all their help | Housing |
| 07/08/14 | Langwith | Repairs Team carried out good workmanship, good manners | Housing |
| 13/08/14 | Pinxton | Thanks to Streetscene Services for sending out large print refuse collection leaflet | Streetscene Services |
| 13/08/14 | Derbyshire | Thanks to CEPT team for hosting Raising Aspirations events | CEPT |
| 15/08/14 | Tibshelf | Thanks to Ground Maintenance Operative maintaining the cemetery | Streetscene Services |
| 18/08/14 | Shirebrook | Thanks to Repairs Operative who worked really hard without a break and was so polite | Housing |
| 18/08/14 | Bolsover | Thanks to Repairs Operative who repaired the roof | Housing |

Table A: COMPLIMENTS SUMMARY 1/7/14 – 30/9/14

| Date Received | Area | Summary of Compliment | Departments Involved |
|---------------|-------------|---------------------------------------------------------------------------------------------------------------------------------------------------------------|-------------------------------------------------------------------------------------------------------------------------------|
| 18/08/14 | Shirebrook | Thanks to Grounds Maintenance - did a fantastic job | Streetscene Services |
| 18/08/14 | Shuttlewood | Thanks to contractors who carried out work at the property | Housing |
| 21/08/14 | Stanfree | Thanks to Refuse Operatives who cleared fly tipping within same day | Streetscene Services |
| 05/09/14 | Sheffield | Thanks to Recovery Officer who dealt with an outstanding recovery issue and also advised regarding other Council services | Revenues & Benefits |
| 28/08/14 | Shirebrook | Thanks to the Customer Advisor for all her helpful advice | Customer Service (& Improvement) |
| 29/08/14 | Pleasley | Thanks to the Customer Advisor for all her helpful advice with regard to benefits | Customer Service (& Improvement) |
| 11/09/14 | Clowne | Thanks to the Refuse Operatives who do a great job | Streetscene Services |
| 11/09/14 | Shirebrook | Thanks to the Customer Advisors - much better service than previous Council | Customer Service (& Improvement) |
| 16/09/14 | Bolsover | Thanks to the lovely Customer Advisors for all their helpful advice with regard to daughter's housing application | Customer Service (& Improvement) |
| 19/09/14 | Palterton | Road sweeper has done a fantastic job | Streetscene Services |
| 23/09/14 | Unknown | High levels of performance demonstrated by the Council in relation to the National Fraud Initiative (Audit Commission), Bolsover is top of the central region | Revenues & Benefits Financial Services Housing HR & Payroll Legal, Governance & Elections Environmental Health |
| 30/09/14 | Shirebrook | Thank you from student to User Engagement Officer for all help and support in relation to Youth Council, the skills learned will benefit in the coming years | (Customer Service & Improvement) |

Table B: Compliments Summary by Department 2014/15

| Department/Section | 01/04/14 – 30/06/14 | 01/07/14 – 30/09/14 | 01/10/14– 31/12/14 | 02/01/15 – 31/03/15 | Total |
|-------------------------------------------|--------------------------------|--------------------------------|-------------------------------|--------------------------------|-------------------------------|
| | No. of Compliments | No. of Compliments | No. of Compliments | No. of Compliments | No. of Compliments |
| CEO/ CEPT | | 1 | | | 1 |
| Customer Service & Improvement | 4 | 7 | | | 11 |
| Community Services | 1 | 2 | | | 3 |
| Legal Governance & Elections | 2 | 1 | | | 3 |
| Environmental Health | | 1 | | | 1 |
| Finance | | 1 | | | 1 |
| Housing | 7 | 11 | | | 18 |
| HR & Payroll | | 1 | | | 1 |
| Leisure | 2 | | | | 2 |
| Planning | 1 | | | | 1 |
| Economic Growth | | 1 | | | 1 |
| Revenues & Benefits | 2 | 4 | | | 6 |
| Streetscene Services | 6 | 9 | | | 15 |
| Totals | 25 | 39 | | | 64 |

Table C: SUMMARY OF COMMENTS 1/7/14 – 30/9/14

| Date Received | Area | Summary of Comment | Departments Involved | Date Response Sent | No of work days | Summary of Response |
|----------------------|-------------|----------------------------------------------------------------------------------------------------------------|----------------------------------------------------------|---------------------------|------------------------|---------------------------------------------------------------------------------------------------------------------------------------------|
| 02/07/14 | Creswell | Does not agree with Creswell Leisure Centre closure | Leisure | 18/07/14 | 12 | Rationale behind consultation with public and the need to review the facility |
| 02/07/14 | Creswell | Does not agree with Creswell Leisure Centre closure | Leisure | 18/07/14 | 12 | Rationale behind consultation with public and the need to review the facility |
| 02/07/14 | Shirebrook | Reduction in litter pickers | Streetscene Services Customer Service (& Improvement) | 29/07/14 | 19 | Explanation of how the litter picking service is managed and advised to ring Contact Centres when reporting litter problems |
| 25/07/14 | Shirebrook | Does not think there is enough investment in Shirebrook | Economic Growth | 21/08/14 | 14 | Explanation of where funding has come from and proposed projects |
| 28/07/14 | Bolsover | Bolsover Food Fair was a lovely event, however would like more events like it such as a regular farmers market | Economic Growth | 31/07/14 | 3 | Thanked for compliment and explained there is some interest by traders to hold a more regular event which may evolve into a farmer's market |
| 29/07/14 | Clowne | Wants to know they have not been allocated a Council property | Housing | 21/08/14 | 17 | Medical questionnaire to be sent out, applicants now bid on properties and is able to bid on 1-bed bungalows |
| 29/07/14 | Glapwell | Wants to know why no enforcement action is being taken regarding cockerel crowing at private property | Environmental Health | 21/08/14 | 17 | Environmental Health Officers have not witnessed any nuisance, but it is an ongoing case |

Table C: SUMMARY OF COMMENTS 1/7/14 – 30/9/14

| Date Received | Area | Summary of Comment | Departments Involved | Date Response Sent | No of work days | Summary of Response |
|----------------------|---------------|---------------------------------------------------------------------------------|-----------------------------|---------------------------|------------------------|------------------------------------------------------------------------------------------------------|
| 11/08/14 | London | Are there any reports of amplitude modulation (wind turbines) | Environmental Health | 09/09/14 | 20 | Responded to direct by JAD |
| 14/08/14 | Bolsover | Unhappy with lack of toilets in Bolsover | Estates & Property | 22/08/14 | 6 | Explanation of new toilet provision |
| 14/08/14 | Bolsover | Unhappy with lack of toilets in Bolsover | Estates & Property | 22/08/14 | 6 | Explanation of new toilet provision |
| 15/08/14 | Bolsover | Unhappy with lack of toilets in Bolsover | Estates & Property | 22/08/14 | 5 | Explanation of new toilet provision |
| 18/08/14 | Bolsover | Unhappy with lack of toilets in Bolsover | Estates & Property | 11/09/14 | 17 | Explanation of new toilet provision |
| 18/08/14 | Chesterfield | Unhappy with lack of toilets in Bolsover | Estates & Property | 11/09/14 | 17 | Explanation of new toilet provision |
| 18/08/14 | Bolsover | Regeneration in Bolsover – named site is not being developed | Economic Growth | 12/09/14 | 18 | Explanation of Planning Application in respect to the site |
| 18/08/14 | Whaley Thorns | Complaint against Housing Association - would like comments from BDC (Benefits) | Revenues & Benefits | 12/09/14 | 18 | Resident needs to contact Housing Association in relation to how they feel the arrears have occurred |
| 20/08/14 | Bolsover | Why has Planning permission been refused on named site | Planning | 12/09/14 | 16 | Planning application only just received in respect of this site |

Table C: SUMMARY OF COMMENTS 1/7/14 – 30/9/14

| Date Received | Area | Summary of Comment | Departments Involved | Date Response Sent | No of work days | Summary of Response |
|----------------------|-----------------|--------------------------------------------------------------------------------------------------|------------------------------------------------------|---------------------------|------------------------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| 29/08/14 | Tibshelf | Feels delay to repair | Housing | 16/09/14 | 12 | Housing Repairs to chase with contractor |
| 01/09/14 | Bolsover | Reporting next door's overgrown garden and would like enforcement action taken against neighbour | Environmental Health | 25/09/14 | 18 | Planning Enforcement officer is dealing with a similar complaint on the same property |
| 01/09/14 | Bolsover | Land enquiry regarding scooter access | Housing | 18/09/14 | 13 | DCC's responsibility to carry out the work |
| 02/09/14 | Bolsover | Noise nuisance in Bolsover | Environmental Health | 25/09/14 | 17 | Progressed as a service request |
| 02/09/14 | Glapwell | Repair not been carried out | Housing | 04/09/14 | 2 | Repairs have already been carried out (external works) which should have rectified the problem |
| 04/09/14 | South Normanton | Letter in support of Council house application | Housing | 24/09/14 | 14 | Housing Needs Manager has responded direct |
| 04/09/14 | Bolsover | Would like the order for a wet room given higher priority | Housing | 24/09/14 | 14 | Housing Repairs already dealt with, work is ordered |
| 05/09/14 | South Normanton | Hurt ankle in hole in grass verge near car park | Streetscene Services | 11/09/14 | 4 | Referred to Council's insurer's |
| 26/09/14 | Unknown | Thinks Council Tax is paying for illegal war | Revenues & Benefits Legal, Governance & Elections | 3/10/14 | 5 | Council Tax is a tax on domestic properties and is used to pay for local services, no crimes are being committed by making payment. Non-payment of Council Tax will result in recovery action being taken |

Table D: Comments Summary by Department 2014/15

| Department/Section | 01/04/14 – 30/06/14 | | | 01/07/14 – 30/09/14 | | | 01/10/14– 31/12/14 | | | 04/01/15 – 31/03/15 | | | 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 & Improvement | 1 | 1 | | 1 | 1 | | | | | | | | 2 | 2 | |
| Community Services | | | | | | | | | | | | | | | |
| Legal, Governance and Elections | 2 | 2 | | 1 | 1 | | | | | | | | 3 | 3 | |
| Environmental Health | | | | 4 | 4 | | | | | | | | 4 | 4 | |
| Estates & Property | | | | 5 | 5 | | | | | | | | 5 | 5 | |
| Finance | 1 | 1 | | | | | | | | | | | 1 | 1 | |
| Housing | 3 | 3 | | 6 | 6 | | | | | | | | 9 | 9 | |
| Leisure | | | | 2 | 2 | | | | | | | | 2 | 2 | |
| Planning | 1 | 1 | | 1 | 1 | | | | | | | | 2 | 2 | |
| Economic Growth | | | | 3 | 3 | | | | | | | | 3 | 3 | |
| Revenues & Benefits | 1 | 1 | | 2 | 2 | | | | | | | | 3 | 3 | |
| Streetscene Services | 4 | 4 | | 2 | 2 | | | | | | | | 6 | 6 | |
| Total | 13 | 13 | | 27 | 27 | | | | | | | | 40 | 40 | |

Table E: Summary of Stage One Complaints 1/7/14 – 30/9/14

| Date Received | Reference | Area | Summary of Complaint | Departments Involved | No of work days | Remedy |
|----------------------|------------------|-----------------|------------------------------------------------------------------------|-----------------------------|------------------------|-----------------------------------------------------------------------------------------------|
| 1.7.14 | BDC138079 | South Normanton | Request for assisted gardening service | Grounds Maintenance | 1 | Apology given and new appointment arranged |
| 3.7.14 | BDC138505 | Tibshelf | Hedge cutting not been carried out | Grounds Maintenance | 13 | Visit and work arranged with customer |
| 4.7.14 | BDC138541 | Bolsover | Refuse team keep leaving the gate open | Refuse | 1 | Issue raised with crew |
| 4.7.14 | BDC138552 | Bolsover | Refuse team throwing bin against wall causing damage | Refuse | 1 | Addressed and a memo sent to crew |
| 4.7.14 | BDC138680 | Barlborough | Had no reply to a letter sent to Housing | Housing | 1 | Careline equipment installed at property w/c 7.7.14 |
| 4.7.14 | 524812 | Bolsover | Customer not happy with the repair carried out (pointing to brickwork) | Housing repairs | 3 | Phoned tenant and left a message - check as all pointing should now have been completed |
| 4.7.14 | BDC138552 | Bolsover | Refuse team throwing bin against wall causing damage | Refuse | 1 | Customer contacted and crew addressed |
| 7.7.14 | 518002 | South Normanton | Customer unhappy with length of time a problem is taking to resolve | Housing repairs | 9 | Co-ordinator spoke to customer and updated him on contractor who is due to carry out the work |
| 8.7.14 | BDC138984 | Whaley Thorns | Maggots in bin request for 'bio bags' | Refuse | 3 | Re raised as a comment and forwarded to Customer Standards and Complaints Officer |
| 8.7.14 | BDC139019 | Tibshelf | Still awaiting assisted garden service | Grounds Maintenance | 3 | Re-raised as a chase up request |

Table E: Summary of Stage One Complaints 1/7/14 – 30/9/14

| | | | | | | |
|---------|-----------|-------------------|------------------------------------------------------------------------------|---------------------|---|-------------------------------------------------------------------------|
| 8.7.14 | BDC139081 | Blackwell | Paid for new green bin which has gone missing - not happy to pay for another | Refuse | 1 | Advised customer that if a bin goes missing there is a payment for this |
| 9.07.14 | BDC139208 | Bolsover | Grass cutters have rotary line loose at property | Grounds Maintenance | 2 | Clothes post repaired and issue regarding grass cutting resolved |
| 9.7.14 | BDC139297 | Clowne | Green bin not emptied for four weeks | Refuse | 1 | Additional collection arranged |
| 9.7.14 | BDC139301 | Clowne | burgundy bin not being emptied | Refuse | 1 | Additional collection arranged and replacement bin arranged |
| 10.7.14 | BDC139324 | Shirebrook | Bin not been emptied maggots in bin | Refuse | 1 | Service on strike will not reschedule |
| 11.7.14 | BDC139377 | Langwith Junction | Bin not emptied due to industrial action - smelling | Refuse | 1 | Service on strike will not reschedule |
| 11.7.14 | BDC139381 | Shirebrook | Bin not been emptied due to industrial action got flies and maggots | Refuse | 1 | Service on strike will not reschedule |
| 11.7.14 | BDC139403 | Tibshelf | Bin not emptied due to industrial action | Refuse | 1 | Service on strike will not reschedule |
| 11.7.14 | BDC139470 | Blackwell | Bin not emptied due to industrial action | Refuse | 1 | Service on strike will not reschedule |
| 14.7.14 | BDC139604 | Newton | Bin not emptied due to industrial action | Refuse | 1 | Service on strike will not reschedule |
| 15.7.14 | BDC139791 | Stainsby Common | Bin not emptied due to industrial action | Refuse | 1 | Refuse Manager contacted customer |
| 16.7.14 | 525273 | Clowne | Complaint with regards to the operative's attitude towards tenant | Housing repairs | | Awaiting department update |

Table E: Summary of Stage One Complaints 1/7/14 – 30/9/14

| | | | | | | |
|---------|------------|-----------------|-----------------------------------------------------------------------------|---------------------|---|----------------------------------------------------------------------------------------------------------|
| 17.7.14 | BDC 140110 | Shirebrook | Complaint regarding length of time taken to have trees cut back | Grounds Maintenance | 2 | Visited customer and arranged for trees to be cut back |
| 22.7.14 | BDC140201 | Whitwell | Large burgundy bin for flats not emptied - missed four times | Refuse | 1 | Contractor notified |
| 22.7.14 | BDC140312 | Barlborough | Burgundy missed due to contamination | Refuse | 3 | Removal of waste arranged and advice given |
| 18.7.14 | BDC140383 | South Normanton | Bulk Collection missed twice request for refund | Refuse | 1 | Authorisation for refund refused, but customer is satisfied as the service still good value for money |
| 18.7.14 | 520085 | Bolsover | Councillor raised a complaint from the tenant regarding repairs to his door | Housing repairs | 0 | Customer Advisor contacted contractor and confirmed completion date |
| 18.7.14 | BDC140508 | South Normanton | GM team spayed weeds and damaged conifers and gate | Grounds maintenance | 8 | Visit arranged to discuss with customer to resolve issue |
| 22.7.14 | 519052 | Clowne | Riser rail keeps coming down as fittings aren't adequate. | Housing repairs | 0 | Clarified situation with workmen and contacted customer to apologise and rearranged for workmen to refix |
| 24.7.14 | BDC141044 | Shirebrook | Black bins emptied but bags not taken after strike action | Refuse | 2 | Removed excess waste |

Table E: Summary of Stage One Complaints 1/7/14 – 30/9/14

| | | | | | | |
|---------|-----------|------------|--------------------------------------------------------------------------------------------------------------------|---------------------|---|---------------------------------------------------------------------------------------------------------------------------------------------------|
| 28.7.14 | 514604 | Bolsover | Request for dropped curbs not responded to, even though the customer had phoned in since her written communication | Housing repairs | 3 | DCC responsibility |
| 29.7.14 | BDC141574 | Whitwell | Burgundy bins not being collected numerous times | Refuse | 1 | Customer Advisor raised missed collection for service to investigate with contractor |
| 24.7.14 | BDC141079 | Pleasley | Bin not emptied due to strike action - put bags in green bin with a note on but not emptied | Refuse | 1 | Additional collection arranged |
| 31.7.14 | BDC142017 | Pleasley | Black Bin missed and has not been emptied 5 weeks | Refuse | 1 | Arranged additional collection and all bagged waste |
| 7.8.14 | BDC142773 | Creswell | Customer complaining that she has to pay for a bin that has gone missing and is not happy | Refuse | 2 | As good will gesture agreed to provide customer with a second hand bin free of charge |
| 8.8.14 | BDC143032 | Shirebrook | Customer complaint with regard to an operative at Shirebrook | Leisure | 4 | Customer contacted and the operative addressed |
| 11.8.14 | BDC143129 | Shirebrook | Customer complaint with regard to the way the road sweeper and litter has been cleared from the street | Grounds Maintenance | 5 | Visited customer and explained that there was not an accumulation of debris, gutters were blocked and that this had been reported to DCC to clear |

Table E: Summary of Stage One Complaints 1/7/14 – 30/9/14

| | | | | | | |
|----------|-----------|-----------------|-----------------------------------------------------------------------------------------------------------------|-----------------|---|--------------------------------------------------------------------------------------------------------------------------|
| 11.8.14 | 514604 | Bolsover | Still no response from initial Informal Complaint about not responding to request in writing for a dropped curb | Housing repairs | 3 | DCC responsibility |
| 13.8.14 | BDC143487 | South Normanton | Complaint with regard to missed black bin | Refuse | 2 | Advised customer that the crew would go back and empty bin advised customer to have bin out by 6.00 am on collection day |
| 13.8.14 | BDC143524 | Bolsover | Customer complaint with regard to how long she has been waiting for a burgundy bin replacement | Refuse | 2 | Apology given to customer and arranged for bin to be delivered |
| 13.08.14 | 529040 | Shirebrook | Customer isn't happy about the mess left after the workmen had attended | Housing repairs | | Awaiting department update |
| 13.08.14 | 513963 | Shirebrook | Contractor hit customers car. Contractor did not leave any details but customer has it on CCTV. | Housing repairs | | Awaiting department update |
| 13.08.14 | 519571 | South Norm | Customer unhappy with regards to work carried out on combi boiler. | Housing repairs | | Awaiting department update |
| 14.8.14 | 528331 | Clowne | Complaints regarding length of time its taking to repair his garage roof. | Housing repairs | 3 | Job referred onto a contractor. BDC thought the job had been carried out. Co-Coordinator met contractor on site. |

Table E: Summary of Stage One Complaints 1/7/14 – 30/9/14

| | | | | | | |
|---------|------------|-----------------|--------------------------------------------------------------------------------------------------|----------------------|---|---------------------------------------------------------------------------------------------------------------------------------------------|
| 14.8.14 | BDC143653 | Blackwell | Customer complaint regarding missed burgundy bin | Refuse | 1 | Agreed to empty bin on this occasion |
| 14.8.14 | BDC143720 | Shirebrook | Customer complaining that she is on assisted list but green bin keeps being missed | Refuse | 1 | Spoke to crew, apology given to customer |
| 20.8.14 | BDC144295 | Pinxton | Customer complaint with regard to the seizure of his dog | Environmental Health | 1 | Environmental Health Manager advised customer with regard to this ongoing issue -customer has withdrawn complaint |
| 20.8.14 | BDC144330 | Palterton | Complaining about having to pay for a black bin moved in property in March 2014 | Refuse | 1 | Informed customer that new policy states that a bin must be paid for |
| 20.8.14 | BDC144531 | Bolsover | Complaint about how customer was dealt with when asking about empty property discounts | Revenues | 1 | Customer contacted and apology given - explanation as to property discounts discussed |
| 20.8.14 | BDC 144644 | Glapwell | Complaint with regard to Burgundy bin collection and the fact that crew did not take textile bag | Refuse | 1 | Supervisor from contractors visited and informed customer that they were putting the wrong items in the bins and asked them to rectify this |
| 20.8.14 | BDC 144900 | South Normanton | Complaint with regard to bus shelter repairs | Estates & Property | 1 | Informed customer that this was the responsibility of South Normanton Parish Council - information had been passed on |

Table E: Summary of Stage One Complaints 1/7/14 – 30/9/14

| | | | | | | |
|---------|------------|-----------------|-----------------------------------------------------------------------------------------------------------------|---------------------|---|-----------------------------------------------------------------------------------------|
| 21.8.14 | 521530 | Clowne | Customer complaining about mess the workmen have left after carrying out gutter work. | Housing repairs | | Awaiting department update |
| 26.8.14 | 522360 | South Normanton | Work carried out is not satisfactory | Housing repairs | 1 | Customer contacted and rearranged for original workman to revisit |
| 27.8.14 | 529742 | Shirebrook | Not happy about the length of time has had to wait for a gas commission to be carried out on their new property | Housing repairs | | Awaiting department update |
| 27.8.14 | BDC 145114 | Bolsover | Customer complaining with regard to the timescales taken to deal with her benefit claim | Benefits | 1 | Customer contacted and claim dealt with same day - letter sent to customer |
| 1.9.14 | BDC 145662 | South Normanton | Customer complaining about the length of time taken to clear away glass | Grounds Maintenance | 4 | Customer contacted via Contact Centre, glass to be removed and road sweep to take place |
| 2.9.14 | BDC 145676 | South Normanton | Customer complaining about the burgundy bin collection operatives | Refuse | 1 | Apology to customer, contractors advised and addressed with operative. |
| 3.9.14 | 530193 | Clowne | Customers family member isn't happy about operatives taking breaks whilst carrying out work | Housing repairs | | Awaiting department update |
| 4.9.14 | 526533 | Clowne | Tenant complaining about operatives not looking at a repair problem before stating no work is required | Housing repairs | | Awaiting department update |

Table E: Summary of Stage One Complaints 1/7/14 – 30/9/14

| | | | | | | |
|---------|------------|------------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------|---------------------|---|-----------------------------------------------------------------------------------------------|
| 10.9.14 | BDC 146875 | Creswell | Customer complaining about the grass cutting at the Church Yard | Grounds Maintenance | 2 | Contacted customer and arrange visit to resolve issues |
| 11.9.14 | BDC 147212 | Shirebrook | Customer complaining about the response received from Revenues with regard to Council Tax | Revenues | 2 | Complaint addressed by Revenues, apology given |
| 11.9.14 | BDC 147215 | Newton | Customer complaining about the length of time it is taking for him to receive a recycling bin that he has purchased | Refuse | 1 | Customer contacted and explanation given - awaiting deliveries for the caddies from suppliers |
| 12.9.14 | BDC 147259 | Glapwell | Customer complaining that she is on assisted collection but refuse men not putting the bin back in correct place | Refuse | 1 | Crew spoken to, and message now on the round sheets. Customer informed. |
| 15.9.14 | BDC 147412 | Bolsover | Complaint with regard to missed clinical collection | Refuse | 1 | Clinical bags delivered and clinical waste collected |
| 15.9.14 | 526124 | Bolsover | Complaint regarding length of time he has taken to repair steps at the property. The customer also complained about a wall / fence at the side of the property. | Housing repairs | | Awaiting department update |
| 16.9.14 | 528873 | Bolsover | Customer is unhappy with the delay for a rendering repair to be carried out | Housing repairs | | Awaiting department update |

Table E: Summary of Stage One Complaints 1/7/14 – 30/9/14

| | | | | | | |
|---------|------------|-------------|-------------------------------------------------------------------------------------------------|----------------------|---|-----------------------------------------------------------------------------------------------------|
| 17.9.14 | 529044 | Bolsover | Complaint about length of time the workmen taken to carry out fencing repairs | Housing repairs | 1 | Spoke to both customer and workmen regarding issues raised |
| 19.9.14 | 524950 | Clowne | Customer unhappy with regards to gutters being cleaned out and mess left on garden | Housing repairs | 2 | Spoke to workmen and reiterated best practices, but the mess was mainly dust due to the dry weather |
| 22.9.14 | BDC 148360 | Bolsover | Complaint with regard to non response from Grounds Maintenance with regard to cutting down tree | Grounds Maintenance | 1 | Arranged with customer to have tree cut back by 30% |
| 24.9.14 | BDC 148737 | Barlborough | Complaint regarding the up keep of a grave in Barlborough | Grounds Maintenance | 1 | Damaged grass replaced and customer informed |
| 24.9.14 | BDC 148800 | Clowne | Complaint with regard to an Officer's attitude | Environmental Health | | Awaiting department update |
| 25.9.14 | BDC 148980 | Whitwell | Complaint with regard to non collection of burgundy bin | Refuse | 3 | Left message for customer stating that the crew will empty the bin |
| 30.9.14 | BDC 149617 | Blackwell | Complaint with regard to the burgundy bin not being emptied | Refuse | 1 | Arranged for bin to be emptied and informed customer that the contractors would be made aware |

Table F: Stage One Complaints Summary by Department 2014/15

| Department/Section | 01/04/14 – 30/06/14 | | | 01/07/14 – 30/09/14 | | | 01/10/14 – 31/12/14 | | | 04/01/15– 31/03/15 | | | 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 Service & Improvement | | | | | | | | | | | | | | | |
| Community Services | | | | | | | | | | | | | | | |
| Legal, Governance and Elections | | | | | | | | | | | | | | | |
| Estates & Property | | | | 1 | 1 | | | | | | | 1 | 1 | | |
| Environmental Health | 1 | | 1 | 2 | 1 | 1 | | | | | | 3 | 1 | 2 | |
| Finance | | | | | | | | | | | | | | | |
| Housing | 10 | 8 | 2 | 21 | 10 | 11 | | | | | | 31 | 18 | 13 | |
| Leisure | | | | 1 | | 1 | | | | | | 1 | | 1 | |
| Planning | | | | | | | | | | | | | | | |
| Regeneration | | | | | | | | | | | | | | | |
| Revenues & Benefits | 2 | 1 | 1 | 3 | 3 | | | | | | | 5 | 4 | 1 | |
| Streetscene Services (Refuse) | 28 | 28 | | 34 | 34 | | | | | | | 62 | 62 | | |
| Streetscene Services (GM) | 6 | 6 | | 11 | 8 | 3 | | | | | | 17 | 14 | 3 | |
| Total | 47 | 43 | 4 | 73 | 57 | 16 | | | | | | 120 | 100 | 20 | |

Table G: Summary of Stage Two Complaints 1/7/14 – 30/9/14

| Date Received | Area | Summary of Complaint | Departments Involved | Date Response Sent | No of work days | Remedy |
|----------------------|-----------------|--------------------------------------------------------------------------------------------|-------------------------------------------------------|---------------------------|------------------------|-------------------------------------------------------------------------------------------------------------------------------------------|
| 14/07/14 | Shirebrook | Non response to letter to Environmental Health Department | Environmental Health | 11/08/14 | 18 | Apology for delay in response, however no record of receiving original letter |
| 14/07/14 | Whitwell | Does not agree with Council Tax Liability Order | Revenues & Benefits | 11/08/14 | 18 | Resident is liable for Council Tax |
| 14/07/14 | Pinxton | Various complaints with regard to staff attitude | Housing Customer Service (& Improvement) | 11/08/14 | 18 | Apology for way dealt with when repair carried out at property |
| 14/07/14 | Not known | Not happy with Planning consent | Planning | 11/08/14 | 18 | Objections not material considerations in Planning |
| 16/07/14 | Pinxton | Antisocial behaviour of families allocated properties in Pinxton | Housing | 13/08/14 | 18 | Appropriate action taken |
| 18/07/14 | Clowne | Is not happy with the Council's stance on enforcing against horse faeces | Environmental Health Customer Service (& Improvement) | 15/08/14 | 16 | Advice given is factually correct, but passed to Derbyshire County Council to look into the Public Right of Way being used as a bridleway |
| 16/07/14 | South Normanton | Lack of parking on Princess Avenue | Housing | 13/08/14 | 13 | No plans to extend car park |
| 17/07/14 | Shirebrook | Wishes to complain about the new arrangements to put food waste in the green recycling bin | Streetscene Services | 14/08/14 | 18 | Caddy and green bin can be used at the customer's discretion |
| 17/07/14 | Pinxton | Ongoing issues with antisocial behaviour around Council owned property | Housing | 14/08/14 | 19 | Flats brought back into use after tenants moved out |

Table G: Summary of Stage Two Complaints 1/7/14 – 30/9/14

| Date Received | Area | Summary of Complaint | Departments Involved | Date Response Sent | No of work days | Remedy |
|----------------------|-----------------|----------------------------------------------------------------------------------|--------------------------------------------|---------------------------|------------------------|-------------------------------------------------------------------------------------------------------------------------------------|
| 21/07/14 | Bolsover | Not happy with the lack of grounds maintenance carried out around Sherwood Lodge | Streetscene Services Estates & Property | 18/08/14 | 16 | Maintenance not carried out as removed from schedule in error but now reinstated |
| 24/07/14 | South Normanton | Is not happy with missed refuse collection due to strike action | Streetscene Services | 21/08/14 | 16 | Alternative collection not possible but all side waste taken |
| 24/07/14 | Clowne | Does not like the new arrangements to put food waste in the green recycling bin | Streetscene Services | 21/08/14 | 16 | Caddy and green bin can be used at the customer's discretion |
| 29/07/14 | Bolsover | Dangerous condition of neighbour's shed (Council property) | Housing | 28/08/14 | 10 | Condition of shed is satisfactory, however, any damage is a private dispute between the parties, the Council would not get involved |
| 01/08/14 | Whitwell | Benefits not paid yet | Revenues & Benefits | 01/09/14 | 11 | Appeal against Department of Work and Pensions – Derbyshire County Council Welfare Rights had not advised of outcome of appeal |
| 01/08/14 | Glapwell | No response in relation to issues with new kitchen | Estates & Property | 30/08/14 | 14 | Contractors to return to assess |
| 06/08/14 | Bolsover | Neighbour is bullying - had to have Police to incidents | Housing | 04/09/14 | 4 | Antisocial Behaviour Officer aware of this (connected to S2/42/1415 – neighbour dispute) |
| 01/08/14 | Bolsover | Noisy district heating in sheltered accommodation | Housing | | 15 | Awaiting part for heating system |
| 07/08/14 | Pinxton | Land to rear is untidy and needs clearing | Planning | 05/09/14 | 11 | No enforcement action justified |

Table G: Summary of Stage Two Complaints 1/7/14 – 30/9/14

| Date Received | Area | Summary of Complaint | Departments Involved | Date Response Sent | No of work days | Remedy |
|----------------------|-------------|-----------------------------------------------------------------------------------------------------------------------------------------------------|----------------------------------------------------------------------------------|---------------------------|------------------------|------------------------------------------------------------------|
| 08/08/14 | Bolsover | Various issues regarding the appropriation of Sherwood Lodge and the response to application to register the grounds as an asset of community value | Legal, Governance & Elections (Customer Service & Improvement Estates & Property | 08/09/14 | 10 | Explanation of response to application and decision notice |
| 11/08/14 | Barlborough | Thinks privacy strip to rear of flat is for their use and has installed a rotary drier | Housing | 09/09/14 | 4 | Rotary drier is on land owned by third party – advised to remove |
| 13/08/14 | Shirebrook | Wants more enforcement in relation to antisocial behaviour from neighbours | Housing | 11/09/14 | 18 | Assurance the Council is doing all it can to resolve |
| 30/07/14 | Whitwell | Wants more enforcement in relation to antisocial behaviour from neighbour | Housing | 28/08/14 | 17 | Assurance the Council is doing all it can to resolve |
| 12/08/14 | Whitwell | Does not agree with Council Tax Liability Order | Revenues & Benefits | 11/08/14 | 8 | Resident is liable for Council Tax |
| 19/08/14 | Bolsover | The way dealt with when emergency number called | Housing | 17/09/14 | 19 | Apology for how dealt with |
| 19/08/14 | Bolsover | The way dealt with when calling Contact Centre | Customer Service (& Improvement) Streetscene Services | 17/09/14 | 19 | Apology for wrong advice and how dealt with |
| 21/08/14 | Shuttlewood | Considers (district) heating charge too high | Housing | 19/09/14 | 14 | Heating is subsidised |

Table G: Summary of Stage Two Complaints 1/7/14 – 30/9/14

| Date Received | Area | Summary of Complaint | Departments Involved | Date Response Sent | No of work days | Remedy |
|----------------------|-------------|-------------------------------------------------------------------------------------|----------------------------------|---------------------------|------------------------|------------------------------------------------------------------------------|
| 27/08/14 | Blackwell | Would like rent paid refunded on property | Housing | 24/09/14 | 18 | Property allocated in line with Choice Based Letting policy and procedure |
| 18/09/14 | Bolsover | Is not happy with how a noise complaint is being dealt with | Environmental Health | 16/10/14 | | Ongoing service request – advised to allow this process to complete |
| 18/09/14 | Clowne | Planning objection – customer referred to complain to the Council by LGO | Planning Environmental Health | 16/10/14 | | |
| 22/09/14 | Shirebrook | Disputes the invoice amount for the Tangent | Estates & Property | 20/10/14 | 4 | Copy of relevant contract retrieved and sent |
| 24/09/14 | Clowne | Has been sent a council tax bill for a property they no longer own | Revenues & Benefits | 22/10/14 | | Account updated - apology as department believed that the resident was aware |
| 26/09/14 | Bolsover | Is not happy with the cost of district heating and wants separate bills each tenant | Housing | 24/10/14 | | |

Table H - Complaints (Stage 2) Summary by Department 2014/15

| Department/Section | 01/04/14– 30/06/14 | | | 01/07/14– 30/09/14 | | | 01/10/14- 31/12/14 | | | 04/01/15– 31/03/15 | | | Total 2014/15 | | |
|-------------------------------------------|--------------------|--------------------------|------------------------------|--------------------|--------------------------|------------------------------|--------------------|--------------------------|------------------------------|--------------------|--------------------------|------------------------------|-------------------|--------------------------|------------------------------|
| | 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 & Improvement | 4 | 4 | | 4 | 4 | | | | | | | | 8 | 8 | |
| Community Services | 2 | 2 | | | | | | | | | | | 2 | 2 | |
| Environmental Health | 2 | 2 | | 4 | 4 | | | | | | | | 6 | 6 | |
| Economic Growth | | | | | | | | | | | | | | | |
| Estates & Property | 2 | 2 | | 4 | 4 | | | | | | | | 6 | 6 | |
| Finance | | | | | | | | | | | | | | | |
| Housing | 9 | 9 | | 14 | 14 | | | | | | | | 23 | 23 | |
| HR & Payroll | 1 | 1 | | | | | | | | | | | 1 | 1 | |
| Legal, Governance & Elections | 3 | 3 | | 1 | 1 | | | | | | | | 4 | 4 | |
| Leisure | 1 | 1 | | | | | | | | | | | 1 | 1 | |
| Planning | 1 | 1 | | 3 | 3 | | | | | | | | 4 | 4 | |
| Revenues & Benefits | 8 | 8 | | 4 | 4 | | | | | | | | 12 | 12 | |
| Streetscene Services | 7 | 7 | | 5 | 5 | | | | | | | | 12 | 12 | |
| Total | 40 | 40 | | 39 | 39 | | | | | | | | 79 | 79 | |

Table I: Summary of Stage Three Complaints 1/714 – 30/9/14

| Date Received | Area | Summary of Complaint | Departments Involved | Date Response Sent | No of work days | Remedy |
|----------------------|--------------|-----------------------------------------------------------------------------------------------------------|-----------------------------------------------|---------------------------|------------------------|------------------------------------------------------------------------------------------------------------------------------------------|
| 09/07/14 | Whitwell | Refutes that the damp problems at her son's property are caused by condensation | Housing | 06/08/14 | 18 | Tenant lifestyle causing condensation problems, as per the independent damp survey report |
| 11/07/14 | Chesterfield | Is not happy with response to Stage Two complaint - wants to know who reported their behaviour as abusive | Customer Service & Improvement | 08/08/14 | 16 | Information given at Stage Two is correct – the Council cannot divulge officer's names as this would breach the Data Protection Act 1998 |
| 12/08/14 | Bolsover | Not happy with lack of enforcement against a Council tenant | Housing | 10/09/14 | 7 | Reiterated advice given at stage two - this is a private matter between the two parties and not the responsibility of BDC |
| 18/08/14 | Pinxton | Alleged antisocial behaviour from neighbour | Housing Community Safety | 16/09/14 | 20 | Reiterated advice given at stage two - evidence is required to take enforcement action in cases of ASB |
| 21/07/14 | Bolsover | Not happy with the lack of grounds maintenance carried out around Sherwood Lodge | Streetscene Services Estates & Property | 23/09/14 | 16 | Reiterated advice given at stage two - area missed for maintenance schedule and re-instated when the error came to light |
| 17/09/14 | Bolsover | Not happy with the lack of grounds maintenance carried out around Sherwood Lodge | Streetscene Services Estates & Property | 15/10/14 | 5 | Reiterated advice given at stage two - area missed for maintenance schedule and re-instated when the error came to light |
| 26/09/14 | Shirebrook | Still not happy with invoice for £35, has provided a contract (different date) stating £30 for service | Estates & Property | 24/10/14 | 4 | The later agreement supersedes the previous agreement and is relevant to the occupancy dates |

Table J: Summary of Ombudsman Complaints 2014/15

| Date Received | Area | LGO's Summary of Complaint | Departments Involved | Date Response sent | No. of Calendar Days | Date Decision Letter Received | Ombudsman's Decision |
|----------------------|-------------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-----------------------------|---------------------------|-----------------------------|--------------------------------------|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| 06/05/14 | Shirebrook | Benefit claim taking a long time | Revenues & Benefits | 02/06/14 | 18 | | Awaiting decision |
| 24/6/14 | Creswell | Advice agency advises that the complainant has not received a final response from Benefits with regard to DHP | Benefits | 22/07/14 | 20 | 27/08/2014 | Discontinue the investigation as the Council agreed to review the DHP claim |
| 27/6/14 | Bolsover | Dust from nearby farm is causing a nuisance | Environmental Health | | | 27/06/2014 | Closed after initial enquiries - no further action, because there is insufficient evidence of fault on the Council's part |
| 16/7/14 | Bolsover | The Council did not consider the heritage potential of Sherwood Lodge and grounds when deciding to dispose of the site and when granting planning permission for a retail development | | | | 09/09/2014 | Discontinue the investigation as the complainant did not make the complaint within 12 months of first becoming aware of the matter, there is no reason to exercise discretion. LGO does not consider there is sufficient personal injustice to the complainant and does not intend to investigate further |

2 Conclusions and Reasons for Recommendation

The report is to keep Elected Members informed of volumes and trends regarding compliments, comments, complaints.

3 Consultation and Equality Impact

The report is to keep Elected Members regularly informed of volumes and trends regarding compliments, comments and complaints. No consultation or equality impact assessment is required.

4 Alternative Options and Reasons for Rejection

Not applicable as the report is keep Elected Members informed rather than to aid decision making.

5 Implications

5.1 Finance and Risk Implications

Whilst there are no direct financial implications with regard to the report, the Council is at risk of recommendations or decisions by the Local Government Ombudsman and the Housing Ombudsman if complaints are not handled well.

In cases of maladministration, financial penalties can be imposed by the Local Government Ombudsman or the Housing Ombudsman.

In the case of complaints about Freedom of Information, Data Protection and Environmental Information requests, the Information Commissioner's Office can issue decision notices and impose significant fines.

5.2 Legal Implications including Data Protection

The Council is at risk of recommendations or decisions by the Local Government Ombudsman and the Housing Ombudsman and, in the case of complaints about Freedom of Information, Data Protection and Environmental Information requests, the Information Commissioner's Office can issue decision notices and impose significant fines. There are no Data Protection implications.

5.3 Human Resources Implications

Not applicable as the report is to keep Elected Members informed.

6 Recommendations

That Executive note the overall performance on compliments/comments and complaints.

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 wards |
| Links to Corporate Plan priorities or Policy Framework | Customer Focused Services Strategic Organisational Development |

8 Document Information

| Appendix No | Title |
|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|----------------------------------------------------|
| Table A: | Compliments summary 1/7/14 – 30/9/14 |
| Table B: | Compliments summary by department 2014/15 |
| Table C: | Comments summary 1/7/14 – 30/9/14 |
| Table D: | Comments summary by department 2014/15 |
| Table E: | Stage one complaints summary 1/7/14 – 30/9/14 |
| Table F: | Stage one complaints summary by department 2014/15 |
| Table G: | Stage two complaints summary 1/7/14 – 30/9/14 |
| Table H: | Stage two complaints summary by department 2014/15 |
| Table I: | Stage three complaints summary 1/7/14 – 30/9/14 |
| Table J: | Ombudsman complaints summary for 2014/15 |
| 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 |
| Joint Assistant Director – Customer Service and Improvement Customer Standards and Complaints Officer | Ext: 2343 Ext: 2353 |

Bolsover District Council

Executive

3rd November 2014

Information Requests – April to September 2014

Report of Cllr R Bowler, Portfolio Holder for Resources

This report is public

Purpose of the Report

- To provide information on requests made under the Freedom of Information Act 2000, Environmental Information Regulations 2004 and Data Protection Act 1998 for the period 1st April 2014 to 30th September 2014.

1 Report Details

Freedom of Information and Environmental Information Requests

1.1 Volumes

- 276 Freedom of information (FOI) requests
- 34 Environmental information requests (EIR)
- 310 Requests received in total for processing

Table A provides a breakdown of requests by department. Please note that some requests are sent to more than one department so the volumes will not tally with the number of actual requests above.

1.2 Performance

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

- All requests (310) responded to within 20 working days.

1.3 Other Information

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

For this period we have received multiple requests for information which we regularly publish on our website – new businesses becoming liable for business rates (13 requests), business rate accounts in credit (11 requests) and details of public health funerals (7 requests).

Table C provides a summary of the EIR requests received by date order. Please note that the summary does not contain the 29 requests for Con 29 questions i.e. property search information.

Data Protection Requests

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

1.5 Volumes

- 6 Subject Access requests received
- 10 Third party requests received for personal data held

1.6 Performance

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

2 Conclusions and Reasons for Recommendation

2.1 Request volumes continue to rise. We have received an additional 92 requests for information when comparing to the same period for 2013/14 (237 requests). This represents an increase of 39%.

2.2 Two new additional datasets (New Business Rate Account Registrations and Business Rate Account Listing for Occupied Properties) are now routinely published on our website in response to frequent requests for this information.

2.3 This is an information report to keep Members informed of volumes and trends regarding information requests.

3 Consultation and Equality Impact

3.1 Not applicable

4 Alternative Options and Reasons for Rejection

4.1 Not applicable

Implications

5.1 Finance and Risk Implications

None

5.2 Legal Implications including Data Protection

None

5.3 Human Resources Implications

None

6 Recommendations

6.1 That the report be received

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 | None |
| Links to Corporate Plan priorities or Policy Framework | <ul style="list-style-type: none">• Providing excellent customer focused services• Compliance with our Access to Information Policy |

8 Document Information

| Appendix No | Title |
|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|--------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Table A Table B Table C | Information Requests by Department April to September 2014 FOI Summary by date (April to September 2014) EIR Summary by date (April to September 2014) |
| 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) | |
| Not applicable | |
| Report Author | Contact Number |
| Kath Drury – Information & Engagement Manager | 01246 242280 |

Report Reference –

Table A: Information Requests by Department April 2014 to September 2014

| Department/Section | April 2014 to September 2014 | | | |
|--------------------------------------|------------------------------|------------------------|-----------------|---------------------------|
| | No. of requests | Freedom of Information | Data Protection | Environmental Information |
| Chief Executive and Partnership Team | 5 | 4 | 1 | |
| Human Resources & Payroll | 24 | 22 | 2 | |
| Legal | 18 | 14 | 4 | |
| Governance | 6 | 4 | 2 | |
| Customer Service & Improvement | 74 | 71 | 3 | |
| Financial Services | 26 | 25 | 1 | |
| Contact Centres | 6 | 4 | 2 | |
| Revenues & Benefits | 80 | 66 | 14 | |
| Shared Procurement Unit | 7 | 6 | 1 | |
| Shared ICT | 22 | 21 | 1 | |
| Economic Development (Regeneration) | 31 | 27 | 4 | |
| Planning | 40 | 15 | 4 | 21 |
| Environmental Health | 73 | 44 | 5 | 24 |
| Leisure | 15 | 13 | 2 | |
| Streetscene Services | 17 | 16 | 1 | |
| Community Safety | 8 | 5 | 3 | |
| Housing | 34 | 25 | 9 | |
| BCN (Building Control) | 32 | 4 | 1 | 27 |
| Audit | 1 | 1 | | |
| Totals | 519 | 387 | 60 | 72 |

Table B - Freedom of Information Requests by date

| Date Received | Reference | Summary of Request | Information provided by | No of work days to process | Information released |
|----------------------|------------------|------------------------------------------------------------------------------------------------------------------------------------------|-----------------------------------|-----------------------------------|--------------------------------------|
| 01/04/2014 | F/001/1415 | A list of off-licence premises operating in our borough | Environmental Health (Licensing) | 8 | Yes – link to website provided |
| 02/04/2014 | F/002/1415 | List of venues in which Licensing restrictions prevent the use of glassware in their premises | Environmental Health (Licensing) | 7 | No information held |
| 03/04/2014 | F/003/1415 | Information on meals served at staff canteen or cafe | Customer Service & Improvement | 2 | No information held |
| 03/04/14 | F/004/1415 | Budget available for Discretionary Housing Payments for 2013/14. Number of applications received and refused | Benefits | 9 | Yes |
| 03/04/14 | F/005/1415 | Information on homes BDC have bought and whether BDC plan to buy any in 2014/15 | Housing Strategy Legal | 7 | Partially, some information not held |
| 04/04/14 | F/006/1415 | Information on Grounds Maintenance and Landscaping for 2013 | Streetscene | 8 | Partially, some information not held |
| 04/04/14 | F/007/1415 | Information on Pet Shop Licensing | Environmental Health (Commercial) | 11 | Yes |
| 04/04/14 | F/008/1415 | List of all new NDR accounts since 1st January 2014 to present | Revenues | 8 | Yes |
| 03/04/14 | F/009/1415 | List of animal boarding services (kennels/catteries/home-boarders) that are currently licensed by BDC | Environmental Health (Commercial) | 9 | Yes - link to website provided |
| 07/04/14 | F/010/1415 | Under the Dangerous Wild Animal Act 1976 how many animals (breeds) that are legally deemed dangerous have an annual licence from council | Environmental Health (Commercial) | 9 | Partially, some information not held |
| 07/04/14 | F/011/1415 | Copy of the Bolsover 2014/15 budget to understand council tax bill | Finance Revenues | 16 | Yes - link to website given |

Table B - Freedom of Information Requests by date

| Date Received | Reference | Summary of Request | Information provided by | No of work days to process | Information released |
|---------------|------------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|---------------------------------------------|----------------------------|--------------------------------------|
| 07/04/14 | F/012/1415 | Copies of all expenses submitted for Cllr's Watts/Gilmour/Reid plus all expenses paid centrally i.e. hotel, rail tickets etc that haven't been claimed by the individual) for April 2013 to March 2014 inclusive | Human Resources & Payroll, CEPT, Governance | 18 | Partially, some not held |
| 07/04/14 | F/013/1415 | List of current un-presented business rates refund cheques that remain un-presented 3 months after date of issue and refund cheques that are out of date | Revenues | 10 | Yes |
| 07/04/14 | F/014/1415 | Current overpayment/credit shown if credit balance has not been carried forward and accounts where a write on has been used since 1st April 2000 | Revenues | 10 | Yes plus link to website given |
| 07/04/14 | F/015/1415 | How many recipients of housing benefit in area, living in properties owned by private landlords, number of private landlords with more than one dwelling with tenants in receipt of HB and list of landlords and total income they receive from HB | Benefits | 10 | Partially, some information not held |
| 07/04/14 | F/016/1415 | Information on sickness absence in last financial year April 2013 to March 14 | Human Resources & Payroll, Finance | 11 | Partially, some information not held |
| 07/04/14 | F/017/1415 | How many distinct lines of business applications we maintain and use to support delivery of local government services | Customer Service & Improvement, ICT | 13 | Yes |
| 08/04/14 | F/018/1415 | A list of all premises who have the sale of alcohol by retail on their premises | Environmental Health (Licensing) | 12 | Yes |

Table B - Freedom of Information Requests by date

| Date Received | Reference | Summary of Request | Information provided by | No of work days to process | Information released |
|---------------|------------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|--------------------------------------------------|----------------------------|----------------------------------------------------------------------------|
| 09/04/14 | F/019/1415 | With effect from 01/04/14 a list of billing authority ref number, address and rateable value of all properties with a rateable value below £18,000 which are in receipt of various reliefs | Revenues | 14 | Yes |
| 09/04/14 | F/020/1415 | Information on streetlights | Customer Service & Improvement (Contact Centres) | 14 | No information held (DCC) |
| 09/04/14 | F/021/1415 | List of all businesses that have become liable for NDR between the dates of 25th March 2014 to 8th April 2014 | Revenues | 14 | Yes |
| 09/04/14 | F/022/1415 | How much BDC has spent on maintenance of football pitches and buildings at football facilities for 2007, 2012 and 2013 | Leisure | 14 | Yes |
| 10/04/14 | F/023/1415 | All properties where the liable party is a registered charity and is not in receipt of mandatory relief | Revenues | 15 | Yes |
| 10/04/14 | F/024/1415 | Up to date list of all subcontractors, suppliers and consultants involved with the refurbishments/maintenance/improvements to the council's stock | Housing, Estates & Property | 16 | Yes |
| 11/04/14 | F/025/1415 | Information on fleet workshop/garage | Streetscene | 15 | Partially, some not held, some exempt Section 12 exceeds appropriate limit |
| 11/04/14 | F/026/1415 | Amount of money paid by BDC in Discretionary Housing Payments for each of last 5 financial years and number of separate payments for each of those years | Benefits | 14 | Yes |

Table B - Freedom of Information Requests by date

| Date Received | Reference | Summary of Request | Information provided by | No of work days to process | Information released |
|----------------------|------------------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|------------------------------------------------------------------------|-----------------------------------|-------------------------------------|
| 14/04/14 | F/027/1415 | How many fixed penalties have been issued in relation to recycling offences | Customer Service & Improvement (Streetscene) | 3 | No information held |
| 14/04/14 | F/028/1415 | Information on business rate relief | Revenues | 13 | Partially some information not held |
| 15/04/14 | F/029/1415 | New request for further information on Section 106 monies spent on Doe Lea (F/472/1314) | Leisure | 15 | Yes |
| 15/04/15 | F/030/1415 | Information in relation to ICT on solution used, licence expiry and licence cost for various IT security areas | ICT | 16 | Yes |
| 16/04/14 | F/031/1415 | Information on environmental services and pest control for 1st April 2008 to 31st March 2009 and 1st April 2013 to 31st March 2014 | Finance, Environmental Health (Residential), Human Resources & Payroll | 15 | Yes |
| 16/04/14 | F/032/1415 | Request for disclosure of information in respect of S47 Local Government Finance Act 1988 Non-Domestic Rates - Discretionary Relief | Revenues | 11 | Yes |
| 16/04/14 | F/033/1415 | Various questions pertaining to funding/budget received for infrastructure and development | Planning | 11 | Partially some information not held |
| 17/04/14 | F/034/1415 | Copy of businesses that are not currently benefitting from the Small Business Rates Relief under the Governments incentive | Revenues | 10 | Yes |
| 17/04/14 | F/035/1415 | How many applications received for grants up to £5,000 since start of Repair and Renew Grant on 1st April 2014 to cover homes and businesses flooded since 1st Dec 2013 and 31st March 2014 | Estates & Property, Housing | 16 | No information held |

Table B - Freedom of Information Requests by date

| Date Received | Reference | Summary of Request | Information provided by | No of work days to process | Information released |
|----------------------|------------------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|----------------------------------|-----------------------------------|----------------------------------------------------------------------------|
| 17/04/14 | F/036/1415 | Copy of the winning bid for manned security services (security guarding services) | Estates& Property | 18 | Partially, some exempt (Section 43 - Commercial interests) |
| 17/04/14 | F/037/1415 | Information of spend on maintenance of public parks and public beaches for 2010/11, 2011/12, 2012/13 and 2013/14 | Leisure, Streetscene | 16 | Partially, some not held |
| 22/04/14 | F/038/1415 | For each of last 5 years details of all compensation claims paid out to council staff | Finance | 15 | Yes |
| 22/04/14 | F/039/1415 | A list of all live business rates accounts with a 2010 list Rateable Value greater than or equal to £5,000 | Revenues | 19 | Partially, some not held, some exempt Section 12 exceeds appropriate limit |
| 22/04/14 | F/040/1415 | The number of taxis and Private Hire Vehicles working in authority and which firms they work for. Period 2012 and 2014 to date | Environmental Health (Licensing) | 15 | Yes |
| 22/04/14 | F/041/1415 | The address, brief description, rateable value of all commercial premises in area and names and addresses of organisation/company who own them | Revenues | 18 | Yes |
| 22/04/14 | F/042/1415 | Up to date list of Ltd companies or PLC's that have become liable for non domestic rates between 8th April 2014 to 22nd April 2014 | Revenues | 17 | No information held |
| 22/04/14 | F/043/1415 | Spend in relation to goods and services procured from companies and third parties, national origin of these companies, policy to prioritise procurement from UK based companies | Finance | 19 | Partially, some not held |

Table B - Freedom of Information Requests by date

| Date Received | Reference | Summary of Request | Information provided by | No of work days to process | Information released |
|----------------------|------------------|------------------------------------------------------------------------------------------------------------------------------------------------------------------------|----------------------------------------------------------------------|-----------------------------------|-----------------------------|
| 22/04/14 | F/044/1415 | Information on people dying with no known next of kin from 01/01/14 to date | Customer Service & Improvement (Environmental Health Residential) | 4 | Yes - link to website given |
| 23/04/14 | F/045/1415 | Information on parking permits | Customer Service & Improvement | 3 | No information held |
| 23/04/14 | F/046/1415 | Information on council's vehicle fleet clarification sought 30/04/14 | Streetscene | 5 | No clarification received |
| 23/04/14 | F/047/1415 | Information on council tax support scheme in particular how many paid more or less tax as a result of reductions and localisation to previous scheme | Customer Service & Improvement (Revenues) | 3 | No information held |
| 24/04/14 | F/048/1415 | Information on wheelchair accessible housing | Housing | 18 | No information held |
| 24/04/14 | F/049/1415 | Information on notices seeking possession for rent arrears and eviction due to rent arrears for 2012/13 and 2013/14 | Housing | 16 | Yes |
| 24/04/14 | F/050/1415 | List of Houses in Multiple Occupation licensed properties alongside the property owners contact details | Environmental Health (Residential) | 16 | Yes |
| 28/04/14 | F/051/1415 | Current copy of Empty Homes Register | Environmental Health (Residential), Housing | 11 | No information held |
| 28/04/14 | F/052/1415 | List detailing all current Rateable Value assessments between £500 and £50,000 inclusive and indicating which accounts are subject to none or some form of rate relief | Revenues | 17 | Yes |

Table B - Freedom of Information Requests by date

| Date Received | Reference | Summary of Request | Information provided by | No of work days to process | Information released |
|----------------------|------------------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|------------------------------------|-----------------------------------|-----------------------------|
| 29/04/2014 | F/053/1415 | Copy of risk assessment carried out on Creswell Baths by DCC swimming coordinator | Leisure | 16 | Yes |
| 30/04/14 | F/054/1415 | Copies of all business cases, efficiency proposals and service improvement plans for fleet efficiency, social care, procurement transformation etc. Clarification sought 06/05/14 | Customer Service & Improvement | 3 | No clarification received |
| 30/04/14 | F/055/1415 | All business premises where no relief of any type has been granted for 2010-2015 | Revenues | 15 | Yes |
| 01/05/14 | F/056/1415 | Company/organisation responsible for vehicle parts procurement and stores management | Streetscene | 14 | Yes |
| 01/05/14 | F/057/1415 | Information on IT storage systems for 2013 | ICT | 11 | Yes |
| 02/05/14 | F/058/1415 | Information relating to desktop computers | ICT | 13 | Yes |
| 02/05/14 | F/059/1415 | Copy of revised Disposal & Acquisition of Land & Property Assets Strategy and Community Asset Transfer Strategy | Estates & Property | 10 | Yes |
| 02/05/14 | F/060/1415 | Information on Disclosure & Barring Service for the last year | Human Resources & Payroll | 12 | Yes |
| 06/05/14 | F/061/1415 | Figures for local authority area re housing tenants Right to Buy | Housing | 13 | No information held |
| 06/05/14 | F/062/1415 | Information on public health funerals other than what is held on website | Environmental Health (Residential) | 9 | Yes |
| 06/05/14 | F/063/1415 | Information on possible construction of a public swimming pool in Shirebrook | Leisure | 14 | Yes |
| 07/05/14 | F/064/1415 | Information on remuneration or benefits received by the mayor | Customer Service & Improvement | 1 | No information held |
| 07/05/14 | F/065/1415 | Information on wash/dry toilets provided by authority | Environmental Health, Housing | 13 | Yes |

Table B - Freedom of Information Requests by date

| Date Received | Reference | Summary of Request | Information provided by | No of work days to process | Information released |
|----------------------|------------------|-----------------------------------------------------------------------------------------------------------------------------------------------------|-----------------------------------|-----------------------------------|--------------------------------------|
| 07/05/14 | F/066/1415 | A copy of the Legal structure charts | Customer Service & Improvement | 1 | Yes – link to website given |
| 08/05/14 | F/067/1415 | Changes to contracts in relation to Supply of Gas and Electricity | Property & Estates | 12 | Partially, some information not held |
| 08/05/14 | F/068/1415 | Various information for each commercial property in our area with rateable value up to £25000 | Revenues | 12 | Yes |
| 09/05/14 | F/069/1415 | Compulsory purchase orders issued by authority since 1st April 2010 | Legal | 13 | No information held |
| 09/05/14 | F/070/1415 | Information about finance and procurement management system | Finance | 12 | Yes |
| 12/05/14 | F/071/1415 | List of PLC's and Ltd companies that have become liable for non-domestic rates between 23/4/14 - 9/5/14 | Revenues | 12 | Yes |
| 12/05/14 | F/072/1415 | A copy of food hygiene inspector's reports or Food Premises Inspection Reports for all care, nursing or elderly people's homes which scored under 3 | Environmental Health (Commercial) | 14 | No information held |
| 13/05/2014 | F/073/1415 | A list of non-domestic rate accounts that are currently overpaid or in credit | Customer Service & Improvement | 1 | Yes – link to website given |
| 13/05/14 | F/074/1415 | Information on properties that are currently or will be in the next 10 years, subject to a compulsory purchase order | Legal, Estates & Property | 13 | No information held |
| 13/05/14 | F/075/1415 | A list of current ratepayers in area and any relief to property | Revenues | 13 | Yes |
| 14/05/14 | F/076/1415 | A summary of recycling rates over the last 5 years | Streetscene | 13 | Yes |
| 14/05/14 | F/077/1415 | A list of registered tattoo artists/studios within our authority | Environmental Health (Commercial) | 17 | Yes |

Table B - Freedom of Information Requests by date

| Date Received | Reference | Summary of Request | Information provided by | No of work days to process | Information released |
|----------------------|------------------|------------------------------------------------------------------------------------------------------------------------------------------|-----------------------------------------------------------------|-----------------------------------|---------------------------------------------|
| 14/05/14 | F/078/1415 | A breakdown of credit balances accrued since earliest records for the amounts owing to all 'incorporated' companies within our authority | Customer Service & Improvement | 2 | Yes – link to website given |
| 14/05/14 | F/079/1415 | Does authority adopt a strategy of fining residents for not recycling | Customer Service & Improvement | 2 | Yes |
| 16/05/14 | F/080/1415 | Up to date list of contacts within BDC | Customer Service & Improvement | 2 | Yes – link to website given |
| 19/05/14 | F/081/1415 | Information on insulation programme for housing stock | Housing, Estates & Property | 14 | Yes |
| 19/05/14 | F/082/1415 | Applications to court for planning enforcement orders for breaches of planning control under Section 124 of the Localism Act 2011 | Planning | 14 | Yes |
| 22/05/14 | F/083/1415 | Budget for Supporting People for 10/11, 11/12, 12/13 and 13/14 including support for single homeless people | Customer Service & Improvement (Housing) | 2 | No information held - DCC |
| 22/05/14 | F/084/1415 | Information required in relation to Zoo licences | Environmental Health (Commercial) | 8 | No information held |
| 23/05/14 | F/085/1415 | Names of two female voting assistants at Clowne Community Centre, station number 18, Ranges CB1-1 to CB1-1572 on Thursday 22nd May 2014 | Customer Service & Improvement (Governance) | 2 | No - exempt Section 40 personal information |
| 23/05/14 | F/086/1415 | Details of food tests carried out by BDC over 2013 and 2014 | Environmental Health (Commercial) | 11 | Yes |
| 27/05/14 | F/087/1415 | Further questions in relation to F/012/1415 - Cllr Watts expenses | Customer Service & Improvement, Human Resources & Payroll, CEPT | 16 | Partially, some information not held |

Table B - Freedom of Information Requests by date

| Date Received | Reference | Summary of Request | Information provided by | No of work days to process | Information released |
|----------------------|------------------|-------------------------------------------------------------------------------------------------------------------------------------------------------|-------------------------------------------|-----------------------------------|-------------------------------------------------------------|
| 27/05/14 | F/088/1415 | List of all current accounts for Business Rates/Non Domestic Rates system where no relief is in payment plus list of accounts where a credit exists | Revenues | 6 | Yes and link to website given |
| 27/05/14 | F/089/1415 | Accrued NDR credit balances & write ons since our earliest records | Customer Service & Improvement (Revenues) | 2 | Yes and link to website given |
| 27/05/14 | F/090/1415 | Information on energy usage for 2013/14, also usage for each school in district | Estates & Property | 9 | Partially, some information not held - DCC |
| 27/05/14 | F/091/1415 | How many incidents were recorded where refuse collectors were assaulted by members of the public while carrying out council duties in 2013/14 | Streetscene | 9 | Yes |
| 28/05/14 | F/092/1415 | For each financial year from 2010/11 to 2014/15 the number of outdoor football pitches available to rent from the council and the cost of hiring them | Leisure | 16 | Yes |
| 28/05/14 | F/093/1415 | Information on council tax arrears, liability orders, bailiff visits for 11/12, 12/13 and 13/14 | Revenues | 9 | Partially, some information not held |
| 28/05/14 | F/094/1415 | How much money BDC has received from overpayments at council car parking machines for the last 5 years | Customer Service & Improvement | 2 | No information held |
| 29/05/14 | F/095/1415 | List of all ratepayers who are not in receipt of either small business rate relief or charity relief | Revenues | 8 | Partially, some exempt Section 12 exceeds appropriate limit |
| 29/05/14 | F/096/1415 | How many council tax benefit claims and housing benefit claims have been made from self employed people for 2010/11, 2011/12, 2012/13 and 2013/14 | Benefits | 9 | Yes |

Table B - Freedom of Information Requests by date

| Date Received | Reference | Summary of Request | Information provided by | No of work days to process | Information released |
|----------------------|------------------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------|-----------------------------------------------------------------------------|-----------------------------------|--------------------------------------|
| 29/05/14 | F/097/1415 | Information in relation to Stage 1 and Stage 2 accommodation in housing for 2010/11, 2011/12, 2012/13 and 2013/14 | Housing | 9 | Yes |
| 29/05/14 | F/098/1415 | Information on tenders for kitchen upgrades SLW/RM/DR/2014/103 which has a return date of 28 February 2014 | Estates & Property, Procurement | 20 | Partially, some information not held |
| 29/05/14 | F/099/1415 | Information on total area covered by authority, total population and area covered by AQMAs (Air Quality Management Areas) | Customer Service & Improvement, Planning, Environmental Health (Commercial) | 9 | Yes |
| 30/05/14 | F/100/1415 | A list of Ltd Companies and PLC's, their addresses and name of company liable for NDR from the 10th May 2014 to the 31st May 2014 plus the dates they became liable | Revenues | 9 | Yes |
| 30/05/14 | F/101/1415 | Information on romantic relationships in the workplace | Human Resources & Payroll | 10 | Yes |
| 30/05/14 | F/102/1415 | Information on Section 106 agreements involving supermarkets since May 1st 2009 | Planning | 14 | Partially, links to website given |
| 30/05/14 | F/103/1415 | Information on social media management | Customer Service & Improvement | 10 | Partially, some information not held |
| 02/06/14 | F/104/1415 | People dying with no next of kin from 1/1/14 to date | Customer Service & Improvement (Environmental Health Residential) | 3 | Yes – link to website given |

Table B - Freedom of Information Requests by date

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|----------------------|------------------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-----------------------------------------------------------|-----------------------------------|-------------------------------------------------------------------------------|
| 02/06/14 | F/105/1415 | Credits held for ratepayers in respect of Business Rates | Customer Service & Improvement (Revenues) | 3 | Yes – link to website given |
| 03/06/14 | F/106/1415 | Rephrasing of questions in relation to Stage 1 and Stage 2 accommodation (F/097/1415) - households in Bed and Breakfast accommodation, annexes, hostels and other accommodation for 2010/11, 2011/12, 2012/13 and 2013/14 | Housing | 19 | Partially, some information not held |
| 03/06/14 | F/107/1415 | Details of any provisions to assist our professionals to deal with actual or potential stress arising from court appearances and to assist social workers to operate proficiently and professionally in court | Human Resources & Payroll | 12 | Partially, some information not held - DCC |
| 04/06/14 | F/108/1415 | Information on people falsely claiming benefits or lying about their living circumstances between April 1st 2012 and April 1st 2014 | Benefits | 18 | Partially, some information exempt under Section 12 exceeds appropriate limit |
| 06/06/14 | F/109/1415 | Information on FOI requests for 10/11,11/12, 12/13 and 13/14 | Customer Service & Improvement | 14 | Yes |
| 06/06/14 | F/110/1415 | Confirmation in writing that BDC do not have a records management policy and why staff mandatory training does not cover this issue | Customer Service & Improvement | 10 | Yes |
| 06/06/14 | F/111/1415 | Details of breaches of the Data Protection Act from 1st April 2011 to 1st April 2014 | Customer Service & Improvement, Human Resources & Payroll | 17 | Yes |
| 10/06/14 | F/112/1415 | Who provides translation and interpretation services and how much is spent annually | Customer Service & Improvement | 12 | Yes |

Table B - Freedom of Information Requests by date

| Date Received | Reference | Summary of Request | Information provided by | No of work days to process | Information released |
|----------------------|------------------|--------------------------------------------------------------------------------------------------------------------------------------|-----------------------------------------------------------------------|-----------------------------------|-------------------------------------|
| 11/06/14 | F/113/1415 | Information on "chugging" the practice of so-called charity mugging, a form of street fundraising | Customer Service & Improvement (Communications), Environmental Health | 11 | Partially some information provided |
| 11/06/14 | F/114/1415 | Spend on services of external law firms and barristers over the last five years | Legal, Revenues | 19 | Yes |
| 11/06/14 | F/115/1415 | Service used to manage and log FOI requests and length and cost of contract | Customer Service & Improvement | 11 | Partially, some not held |
| 11/06/14 | F/116/1415 | Outstanding debt for council tax and sundry debts for 05/06,06/07,07/08,08/09,09/10 and 10/11 | Revenues, Finance, Customer Service & Improvement (Contact Centres) | 19 | Partially, some not held |
| 12/06/14 | F/117/1415 | Information on external/3rd party hosting | ICT | 18 | Yes |
| 12/06/14 | F/118/1415 | How many landlords of non-licensable homes of multiple occupation were prosecuted for breaches of the regulations from 2008/9 | Environmental Health (Residential) | 18 | No information held |
| 13/06/14 | F/119/1415 | List of businesses, either Ltd or PLC's that have become responsible for business rates between 1st June 2014 to 15th June 2014 | Revenues | 17 | Yes |
| 13/06/14 | F/120/1415 | Information on corporate/commercial buildings which the council pay the water bills for | Estates & Property | 17 | Yes |
| 13/06/14 | F/121/1415 | Amount of electricity generated in kwh by the turbine attached to BDC building on Weighbridge Road Shirebrook for the last 12 months | Estates & Property | 17 | Yes |
| 16/06/14 | F/122/1415 | Information on housing stock transfers within last 6 years | Customer Service & Improvement (Housing) | 1 | No information held |

Table B - Freedom of Information Requests by date

| Date Received | Reference | Summary of Request | Information provided by | No of work days to process | Information released |
|----------------------|------------------|------------------------------------------------------------------------------------------------------------------------------------------------------------|-------------------------------------------------------------------|-----------------------------------|--------------------------------------------------------|
| 16/06/14 | F/123/1415 | Information on social media dismissals | Human Resources & Payroll | 16 | Partially, some information not held |
| 16/06/14 | F/124/1415 | Information on payment time to suppliers for last five years starting at 2009/10 | Finance, Customer Service & Improvement | 16 | Yes |
| 16/06/14 | F/125/1415 | Information on the Slayley View roundabout regarding the cultivation licence | Streetscene | 19 | Partially, some exempt Section 43 Commercial Interests |
| 16/06/14 | F/126/1415 | Information on the cutting of grass verges | Streetscene | 16 | Yes |
| 17/06/14 | F/127/1415 | Number of licensed tattooists and tattooing premises in district | Customer Service & Improvement (Environmental Health Commercial) | 2 | Yes |
| 17/06/14 | F/128/1415 | Name, job title, phone number & email address of person who holds the role of 'Senior Information Risk Owner' | Customer Service & Improvement | 2 | Yes |
| 18/06/14 | F/129/1415 | Whether or not the sale of Sherwood Lodge site to Morrisons/Optimisation Developments Ltd has been completed | Legal | 6 | Partially, some information provided |
| 18/06/14 | F/130/1415 | A copy of the register of Gifts & Hospitality | Legal, Housing | 14 | Yes |
| 20/06/14 | F/131/1415 | Local Authority Name, population, no. of dwellings, no. of noise complaints, no. of S80 Environmental Protection Act notices & no. of enforcement officers | Environmental Health (Commercial), Customer Service & Improvement | 12 | Partially, some information not held |

Table B - Freedom of Information Requests by date

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|----------------------|------------------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------|---------------------------------------------------------------------|-----------------------------------|--------------------------------------|
| 23/06/14 | F/132/1415 | The No. Of CCTV cameras your Council have operated in 2008-2014 and the year your Council installed first CCTV camera | Property & Estates, Community Safety | 15 | Yes |
| 23/06/14 | F/133/1415 | To locate which parish councils in the Bolsover District are responsible for the following areas S44 6HU, S44 6RG, S44 5PY, S43 4TP | Revenues | 15 | Yes |
| 23/06/14 | F/134/1415 | Requesting information on disability friendly housing | Housing, Economic Development (Housing Strategy), Planning, BCN | 20 | Partially, some information not held |
| 24/06/14 | F/135/1314 | Information concerning the amount of money spent by the Council on legal services in relation to supermarket planning applications in the past five financial years | Legal, Planning | 14 | Partially, some information not held |
| 24/06/14 | F/136/1415 | Information relating to the provision of accessible housing for disabled people in our area | Housing, Planning, Finance, Economic Development (Housing Strategy) | 18 | Partially, some information not held |
| 26/06/14 | F/137/1415 | List of businesses, either Ltd or PLC's that have become liable for non domestic rates between 16th June 2014 to 30th June 2014 | Revenues | 17 | Yes |
| 26/06/14 | F/138/1415 | The number of staff employed on the 26th June 2014 on zero hours contracts | Human Resources & Payroll | 17 | Yes |
| 30/06/14 | F/139/1415 | Updated information on contract that has now expired for telephone maintenance | ICT | 15 | Yes |

Table B - Freedom of Information Requests by date

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|----------------------|------------------|------------------------------------------------------------------------------------------------------------------------------------------------------------------|-------------------------------------------------|-----------------------------------|---------------------------------------------------------------------------|
| 30/06/14 | F/140/1415 | Further information requested for Cllr Watts expenses (previous request F/087/1415) | Customer Service & Improvement | 15 | Partially, re-iterated previous information and some information not held |
| 30/06/14 | F/141/1415 | With regard to Pleasley Vale as of June 30th a list of empty units with size and rent per sq feet, a list of let units and a list of empty units not paying rent | Estates & Property | 18 | Partially some information exempt Section 43 Commercial Interests |
| 30/06/14 | F/142/1415 | Information on Disabled Facilities Grant -survey June 2014 | Environmental Health (Residential) | 15 | Partially, some information not held |
| 30/06/14 | F/143/1415 | Information on the vehicles the council operate | Streetscene, Human Resources & Payroll, Finance | 15 | Yes |
| 01/07/14 | F/144/1415 | Details of land and property owned by BDC which is vacant or not currently in use | Estates & Property | 15 | Partially, some exempt Section 12 exceeds appropriate limit |
| 01/07/14 | F/145/1415 | Information on fact finding trips overseas made by council officers and/or councillors over the last 12 months | All departments | 17 | No information held |
| 01/07/14 | F/146/1415 | Rates of overtime for staff | Human Resources & Payroll | 15 | Yes |
| 03/07/14 | F/147/1415 | Information on public health funerals other than what is held on website (solicitors, funeral directors) | Environmental Health (Residential) | 14 | Partially, some not held |

Table B - Freedom of Information Requests by date

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|----------------------|------------------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-----------------------------------------------------------------|-----------------------------------|--------------------------------------------------------|
| 03/07/14 | F/148/1415 | Details in respect of Article 4 Directions (Class I(b) of Part 3 of Schedule 2) removing the permitted development right consisting of a change of use of a building to a use falling within Class C4 (House in Multiple Occupation) of the Schedule to the Town and Country Planning (Use Classes) order 1987 from a use falling within Class C3 (dwelling houses) of that Schedule | Planning | 13 | No information held |
| 03/07/14 | F/149/1415 | Information on contacts, systems for various departments, desktop and Cloud solutions, devices and agreements | Customer Service & Improvement, ICT, Finance | 19 | Partially, some information not held |
| 07/07/14 | F/150/1415 | For each calendar year since 1st January 2009 information in relation to housing benefits paid by BDC to letting agencies | Benefits | 13 | Partially, exempt Section 12 exceeds appropriate limit |
| 07/07/14 | F/151/1415 | Information on skate parks from 2000 until June 30 2014 | Leisure | 16 | Partially, some information not held |
| 07/07/14 | F/152/1415 | NDR accounts credit balances both current or closed or write ons as far back as records allow | Revenues | 13 | Yes and link to website given |
| 08/07/14 | F/153/1415 | Information in relation to incident recording, investigation management, counter fraud and health and safety reporting | Human Resources & Payroll, Finance, Benefits, Audit, Legal, ICT | 17 | Yes |
| 08/07/14 | F/154/1415 | Breakdown of hardware maintenance and costs | ICT | 17 | Yes |
| 08/07/14 | F/155/1415 | Details of the number of complaints relating to breaches of multiple occupancy licences | Environmental Health (Residential) | 15 | No information held |

Table B - Freedom of Information Requests by date

| Date Received | Reference | Summary of Request | Information provided by | No of work days to process | Information released |
|----------------------|------------------|----------------------------------------------------------------------------------------------------------------------------------|-------------------------------------------------------------------|-----------------------------------|---------------------------------------|
| 08/07/14 | F/156/1415 | Questions on the Empty Homes Review | Housing, Housing Strategy, Environmental Health, Revenues | 13 | Yes |
| 08/07/14 | F/157/1415 | Details of the kerbside and recycling service the council provides | Streetscene | 17 | Partially, link to website also given |
| 09/07/14 | F/158/1415 | Information on landlord incentive schemes since January 2009 | Housing | 16 | No information held |
| 10/07/14 | F/159/1415 | Full list of companies, LTD or PLC that have become responsible for NDR between 1st July to 15th July 2014 | Revenues | 11 | No information held |
| 11/07/14 | F/160/1415 | Information on financial reserves for 2009/10,2012/13 and 2013/14 | Finance | 11 | Yes – link to website given |
| 11/07/14 | F/161/1415 | Amount paid in loans to commercial and residential property developers for development schemes for the past five financial years | Finance | 11 | No information held |
| 14/07/14 | F/162/1415 | Information in relation to primate licensing for 2014 | Environmental Health (Commercial) | 15 | Yes |
| 14/07/14 | F/163/1415 | Information on zoos in area from 1st January 2008 | Customer Service & Improvement (Environmental Health Commercial) | 2 | No information held |
| 14/07/14 | F/164/1415 | Information on people dying with no known next of kin from 01/01/14 to date | Customer Service & Improvement (Environmental Health Residential) | 2 | Yes – link to website given |

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| Date Received | Reference | Summary of Request | Information provided by | No of work days to process | Information released |
|----------------------|------------------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|---------------------------------------------------------------------------------|-----------------------------------|-----------------------------|
| 14/07/14 | F/165/1415 | Information on banner advertising/sponsorship on lamp posts | Economic Development | 15 | Yes |
| 14/07/14 | F/166/1415 | Information on DWAA licenses currently issued in our area | Environmental Health (Commercial) | 17 | Yes |
| 14/07/14 | F/167/1415 | Information on our print and scan environment including number of employees in organisation | Customer Service & Improvement (Communications), ICT, Human Resources & Payroll | 10 | Yes |
| 15/07/14 | F/168/1415 | Information on Compulsory Purchase Orders from 1st January 2003 to date | Legal, Estates & Property | 18 | Partially, some not held |
| 16/07/14 | F/169/1415 | Information on printing and scanning plus number of employees in organisation | Customer Service & Improvement (Communications), ICT, Human Resources & Payroll | 8 | Yes |
| 17/07/14 | F/170/1415 | Information on dangerous dogs | Customer Service & Improvement (Environmental Health) | 3 | No information held |
| 18/07/14 | F/171/1415 | Procedure for letting of units at Pleasley Vale, how many applications have there been since January 1st 2011, how many have been credit checked, how many have been refused on recommendation from an officer | Estates & Property | 13 | Yes |

Table B - Freedom of Information Requests by date

| Date Received | Reference | Summary of Request | Information provided by | No of work days to process | Information released |
|----------------------|------------------|----------------------------------------------------------------------------------------------------------------------------------|-------------------------------------------------------|-----------------------------------|--------------------------------------------------------------------|
| 21/07/14 | F/172/1415 | Information on insurance contracts and number of employees | Finance, Human Resources & Payroll | 6 | Partially, some information exempt Section 43 Commercial Interests |
| 22/07/14 | F/173/1415 | Information on Sanctuary Scheme for 2011/12, 2012/13 and 2013/14 | Housing, Environmental Health (Residential), Benefits | 14 | No information held |
| 22/07/14 | F/174/1415 | Information in relation to Source Derbyshire portal | Procurement | 11 | No - held by DCC |
| 22/07/14 | F/175/1415 | Questionnaire in relation to dog breeders | Environmental Health (Commercial) | 13 | Yes |
| 23/07/14 | F/176/1415 | Up to date list of all business rates accounts that are in credit | Customer Service & Improvement (Revenues) | 2 | Yes, link to website given |
| 24/07/14 | F/177/1415 | Information on art and artefacts owned/acquired by BDC | Customer Service & Improvement (Finance) | 1 | No information held |
| 24/07/14 | F/178/1415 | Information on current ICT support provider and agreement information | ICT | 12 | Yes |
| 24/07/14 | F/179/1415 | Information on usage of printer toner and inkjet cartridges | Customer Service & Improvement (Communications) | 11 | Partially, some not held |
| 24/07/14 | F/180/1415 | List of every business/company that have recently become responsible for business rates between 15th July 2014 to 31st July 2014 | Revenues | 12 | Yes – link to website given |

Table B - Freedom of Information Requests by date

| Date Received | Reference | Summary of Request | Information provided by | No of work days to process | Information released |
|----------------------|------------------|-----------------------------------------------------------------------------------------------------------------------------------------------------|-------------------------------------------|-----------------------------------|-------------------------------------------------|
| 24/07/14 | F/181/1415 | Information on LASS Contaminated Land Part 2A Status Report | Environmental Health, Planning | 12 | Yes |
| 25/07/14 | F/182/1415 | List of all empty Commercial properties owned by BDC | Customer Service & Improvement (Revenues) | 3 | Yes – link to website given |
| 28/07/14 | F/183/1415 | Information in relation to Waste Management | Streetscene | 12 | Yes |
| 29/07/14 | F/184/1415 | Complete list of all commercial properties who qualify for reduction in rates under SBRR as of 28th July 2014 where rateable value is under £12,000 | Revenues | 15 | Yes |
| 29/07/1415 | F/185/1415 | Information on Finance and Planning/Budgeting | Finance | 16 | Yes |
| 29/07/14 | F/186/1415 | Cost of renting sports pitches | Leisure | 16 | Yes |
| 30/07/14 | F/187/1415 | Enquiries about licensed dog breeding establishments within our jurisdiction | Environmental Health (Commercial) | 16 | Partially |
| 30/07/14 | F/188/1415 | Contact details of the person responsible for Anti-Social Behaviour or Community Safety Manager and whether Council monitor ASB electronically | Community Safety | 16 | Yes |
| 31/07/14 | F/189/1415 | A list of business rate accounts that meet various criteria | Revenues | 15 | Yes and link to website given |
| 31/07/14 | F/190/1415 | Enquiries relating to pest control services | Environmental Health (Commercial) | 15 | Partially, link to website given, some not held |
| 04/08/14 | F/191/1415 | Enquiring if there has been a change of contract between BDC and Morrisons supermarkets for the sale of Sherwood Lodge | Legal | 20 | Yes |
| 01/08/14 | F/192/1415 | Various questions on grass cutting over the last 10 years and information for the current tax year | Streetscene & Finance | 14 | Partially some information not held |

Table B - Freedom of Information Requests by date

| Date Received | Reference | Summary of Request | Information provided by | No of work days to process | Information released |
|----------------------|------------------|------------------------------------------------------------------------------------------------------------------------------------------|--------------------------------|-----------------------------------|-----------------------------------------------------------------------------|
| 01/08/14 | F/193/1415 | Information on new permitted development rights allowing offices to convert to homes without the need for planning permission | Planning | 14 | Partially, some information not held |
| 01/08/14 | F/194/1415 | Information on wind turbines | Planning | 14 | Yes |
| 04/08/14 | F/195/1415 | Which properties on Charnwood Crescent, Newton are Council owned or privately owned | Housing | 14 | Yes |
| 04/08/14 | F/196/1415 | Enquiring if we have undergone diagnostic peer reviews of housing options services | Housing | 14 | Yes |
| 04/08/14 | F/197/1415 | A list of current un-presented business rates refund cheques that meet requested criteria | Revenues | 14 | Yes |
| 04/08/14 | F/198/1415 | Information on non-domestic rates | Revenues | 14 | Yes |
| 06/08/14 | F/199/1415 | Businesses that have become liable for the business rates with a start/move in date between 1st Aug and 15th Aug 2014 | Customer Service & Improvement | 1 | Yes - given link to website |
| 06/08/14 | F/200/1415 | Contact details of the Local Safeguarding Children Board Manager | Customer Service & Improvement | 1 | Yes |
| 06/08/14 | F/201/1415 | A list of live business rates with a 2010 list Rateable Value greater than or equal to £5,000 | Revenues | 12 | Yes |
| 06/08/14 | F/202/1415 | Various questions on dedicated posts (Grants Officer role) for sourcing and applying for external funding | Human Resources | 12 | No information held |
| 07/08/14 | F/203/1415 | Information on tendering and contract based selection exercises - Storma Certification | Procurement BCN | 10 | Partially, some information not held |
| 07/08/14 | F/204/1415 | Copy of all emails and documents containing the information about the possible ceasing of leisure facilities at Creswell Leisure Centre. | Leisure | 17 | Yes (with some redactions for financial information – Commercial Interests) |

Table B - Freedom of Information Requests by date

| Date Received | Reference | Summary of Request | Information provided by | No of work days to process | Information released |
|----------------------|------------------|-----------------------------------------------------------------------------------------------------------------------------------------------|-----------------------------------------------------------------|-----------------------------------|--------------------------------------|
| 07/08/14 | F/205/1415 | Information re. gulley emptying, flail mowing, pedestrian/urban mowing, weeds/hedges/trees/verge maintenance and winter maintenance | Streetscene | 14 | Yes |
| 07/08/14 | F/206/1415 | Structure organisation charts for Revenues/Benefits and costs added in respect of Council Tax arrears 2014/15 | Customer Service & Improvement and Revenues | 14 | Partially, some information not held |
| 07/08/14 | F/207/1415 | CSV file of contractors that have done business with the Council over 2013/14 | Customer Service & Improvement/Finance | 15 | Partially, some information not held |
| 08/08/14 | F/208/1415 | Information on high level subletting in social housing | Housing | 14 | Yes |
| 11/08/14 | F/209/1415 | Information on the cost of refurbishments that have been undertaken to official council owned premises for carrying out council business | Estates & Property | 12 | Yes |
| 11/08/14 | F/210/1415 | Information on council spending on foreign travel and first class rail travel over last 4 years | CEO, Governance and all departments | 19 | Partially, some information not held |
| 11/08/14 | F/211/1415 | Information on how much open space land the council is responsible for and the use of wild/domestic animals in circuses on council owned land | Leisure, Estates & Property & Environmental Health, Streetscene | 12 | Partially, some information not held |
| 11/08/14 | F/212/1415 | Information on council expenditure on Ipads, mobiles, televisions, Member expenses | Customer Service & Improvement, ICT and Finance | 18 | Yes and link to website given |
| 11/08/14 | F/213/1415 | The no. of hackney carriage driver licences/private hire vehicles in existence in Bolsover on specified dates. | Environmental Health (Licensing) | 20 | Yes |

Table B - Freedom of Information Requests by date

| Date Received | Reference | Summary of Request | Information provided by | No of work days to process | Information released |
|----------------------|------------------|-------------------------------------------------------------------------------------------------------------------------------------------------|------------------------------------------------------|-----------------------------------|-----------------------------------------------------------|
| 11/08/14 | F/214/1415 | Information relating to business rates accounts that are currently receiving small business rate relief | Revenues | 14 | Yes |
| 12/08/14 | F/215/1415 | Information on council tax recovery action | Revenues | 15 | Partially, some information not held |
| 13/08/14 | F/216/1415 | Information on licensed caravan parks | Environmental Health (Residential) | 19 | Yes |
| 13/08/14 | F/217/1415 | Information on whether Cllr Watts is still Leader of BDC | Customer Service & Improvement (Communications) | 5 | Yes |
| 14/08/14 | F/218/1415 | Number of downloads of app Tinder on mobile phones and tablets issued by council and viewings of various websites | ICT, Customer Service & Improvement (Communications) | 11 | No information held |
| 14/08/14 | F/219/1415 | Managerial organisational structure for council. List of external suppliers and organisational structure of marketing/communications department | Customer Service & Improvement | 3 | Yes – given link to website |
| 14/08/14 | F/220/1415 | List of all non rural addresses in area up to a rateable value of £11,000 who are eligible but not in receipt of small business rates relief | Revenues | 14 | Yes |
| 15/08/14 | F/221/1415 | Information on Right to Buy properties between 2nd April 2012 and 2nd August 2014 | Housing, Benefits | 13 | Partially, some information not held |
| 15/08/14 | F/222/1415 | Number of council employees who received remuneration of more than £100,000 in 2013/14 | Human Resources & Payroll | 13 | Partially, given link to website plus no information held |
| 15/08/14 | F/223/1415 | Information on servers - hardware | ICT | 14 | Yes |

Table B - Freedom of Information Requests by date

| Date Received | Reference | Summary of Request | Information provided by | No of work days to process | Information released |
|----------------------|------------------|-----------------------------------------------------------------------------------------------------------------------------------------------|-------------------------------------------------------|-----------------------------------|------------------------------------------------------------------------------------|
| 15/08/14 | F/224/1415 | Information on overcrowding/letting agents since January 2010 | Housing, Benefits, Environmental Health (Residential) | 16 | Partially, some information not held |
| 18/08/14 | F/225/1415 | Since 1st April 2014 until 16th August 2014 all communications between BDC FOI team and Local Government Association relating to FOI requests | Customer Service & Improvement | 13 | No information held |
| 18/08/14 | F/226/1415 | Information on CBI contributions (Confederation of British Industry) for 2009 -2014 | Finance | 13 | No information held |
| 19/08/14 | F/227/1415 | Information on the issuance of contracts for Jan1 2010-Dec 31 2010 and Jan 1 2013 to Dec 31 2013 | Procurement | 19 | Partially, link to website given, some exempt Section 12 exceeds appropriate limit |
| 19/08/14 | F/228/1415 | List of empty properties that have been empty for over 6 months | Customer Service & Improvement (Revenues) | 3 | Yes – link to website given |
| 20/08/14 | F/229/1415 | Cost of ICT service | ICT | 14 | Yes - given link to website plus other information provided |
| 21/08/14 | F/230/1415 | Information on translation services, face to face interpreting and telephone interpreting | Customer Service & Improvement | 13 | Partially, some information not held |
| 21/08/14 | F/231/1415 | Information on full electoral register | Governance | 13 | Yes |
| 22/08/14 | F/232/1415 | Information on public health funerals other than what is on website | Environmental Health (Residential) | 12 | Yes |
| 25/08/14 | F/233/1415 | Information on Finance department/accounting journals | Finance | 11 | Yes |

Table B - Freedom of Information Requests by date

| Date Received | Reference | Summary of Request | Information provided by | No of work days to process | Information released |
|---------------|------------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-------------------------------------------|----------------------------|---------------------------------------|
| 14/01/00 | F/234/1415 | Since 1st January 2013 has any software company exercised their contractual rights to, or otherwise requested, an audit of the use of their software for BDC | ICT | 16 | No information held |
| 27/08/14 | F/235/1415 | Information on any registered food businesses recorded as being operated by or under ownership of Mitchells & Butlers PLC or Mitchells & Butlers Retail Ltd that have been prosecuted and convicted of an offence serving or offering for sale unsafe food for 1st Jan 2003 to 31st Dec 2012 | Environmental Health (Commercial) | 10 | No information held |
| 27/08/14 | F/236/1415 | Information in relation to new rules coming into force from 13 December 2014 for food businesses in UK for labelling pre-packed foods and non pre-packed (loose) foods | Environmental Health (Commercial) | 10 | Partially, some information not held |
| 28/08/14 | F/237/1415 | Information on each construction contract over 200k that has been completed since January 2013 | Estates & Property | 14 | Partially, some information not held |
| 28/08/14 | F/238/1415 | Information on how many requests received in relation to Business rates since 1st August 2013 | Customer Service & Improvement | 12 | Yes with redactions for personal data |
| 28/08/14 | F/239/1415 | Information on companies that have become liable for business rates within 12/08/14 to 31/08/14 | Customer Service & Improvement (Revenues) | 3 | Yes - given link to website |
| 29/08/14 | F/240/1415 | Information on the tendering procedures regarding lift, escalator access and mobility equipment, HVAC and any supply chain/logistics lifting equipment | Estates & Property, | 18 | Partially, some information not held |

Table B - Freedom of Information Requests by date

| Date Received | Reference | Summary of Request | Information provided by | No of work days to process | Information released |
|----------------------|------------------|--------------------------------------------------------------------------------------------------------------------------------|----------------------------------------------------------|-----------------------------------|-------------------------------------------------------------|
| 01/09/14 | F/241/1415 | Name of our auditors | Customer Service & Improvement (Finance) | 2 | Yes |
| 01/09/14 | F/242/1415 | Information on publishing of official magazines/newsletters distributed to local residents | Customer Service & Improvement (Communications), Housing | 7 | Yes |
| 01/09/14 | F/243/1415 | Information on New Homes Bonus payments received since 2011/12 | Finance | 7 | Yes |
| 02/09/14 | F/244/1415 | Information on how complaints are managed | Customer Service & Improvement | 2 | Yes |
| 28/08/14 | F/245/1415 | List of empty properties in our area | Revenues | 9 | Yes |
| 02/09/14 | F/246/1415 | Information on Leisure Centre budgets,/sports facilities opened/closed/outsourced | Leisure | 7 | Yes |
| 03/09/14 | F/247/1415 | Information on all business premises where small business rate relief has been awarded for valuation period 2010-2017 | Revenues | 7 | Partially, some exempt Section 12 exceeds appropriate limit |
| 03/09/14 | F/248/1415 | Information on ICT spend on technologies, top 25 suppliers were most money was spent for 2013/14 and by comparison for 2012/13 | ICT | 16 | Yes |
| 08/09/14 | F/249/1415 | Information on auto-desk software use and contacts | ICT | 7 | Yes |

Table B - Freedom of Information Requests by date

| Date Received | Reference | Summary of Request | Information provided by | No of work days to process | Information released |
|----------------------|------------------|----------------------------------------------------------------------------------------------------------|------------------------------------------------------------------------------------------|-----------------------------------|--------------------------------------------------------------------------------------------------|
| 08/09/14 | F/250/1415 | Information relating to unclaimed business rate credit balances including write ons | Revenues | 11 | Yes – link to website given plus Section 22 exemption noted (information for future publication) |
| 10/09/14 | F/251/1415 | List of businesses that have become liable for non domestic rates from 31st Aug to 15th Sept 2014 | Customer Service & Improvement (Revenues) | 19 | Yes - given link to website |
| 11/09/14 | F/252/1415 | Information for new business rates liabilities from 1st March 2014 to present | Customer Service & Improvement (Revenues) | 2 | Yes - given link to website |
| 12/09/14 | F/253/1415 | Information on staff wearing Body Worn Video Cameras with audio recording facilities | Environmental Health (Residential), Housing | 10 | Yes |
| 12/09/14 | F/254/1415 | Information on unclaimed business rate credit balances and value of write backs | Revenues | 9 | Yes - given link to website |
| 12/09/14 | F/255/1415 | Information on training and development support | Human Resources & Payroll | 10 | Yes |
| 12/09/14 | F/256/1415 | Information on all businesses that have/have not received SBBR from April 1st 2010 and level of relief | Revenues | 7 | Yes with redactions for personal information |
| 15/09/14 | F/257/1415 | Information on repairs service (operatives) for council owned properties | Housing | 11 | Partially, some information not held |
| 16/09/14 | F/258/1415 | Information on how many occasions BDC has invoked powers of the RIPA during 2011/12, 2012/13 and 2013/14 | HR & Payroll, Legal, Community Safety, Environmental Health, Planning, Housing, Benefits | 10 | Yes |

Table B - Freedom of Information Requests by date

| Date Received | Reference | Summary of Request | Information provided by | No of work days to process | Information released |
|----------------------|------------------|------------------------------------------------------------------------------------------------------------------------------------|---------------------------------------------------------------------|-----------------------------------|-------------------------------------------------------------------|
| 17/09/14 | F/259/1415 | Information on monies paid to various companies in 11/12,12/13 and 13/14 | Finance | 14 | Partially some information not held |
| 17/09/14 | F/260/1415 | Information on community grants and engagement | Customer Service & Improvement | 9 | Partially, some information not held |
| 17/09/14 | F/261/1415 | Information on councillors who have been issued with reminders/court summons for late payment of council tax for 2013/14 tax years | Revenues | 9 | Yes |
| 18/09/14 | F/262/1415 | List of all individual teams within Revenues and Benefits including names and contact numbers of managers | Customer Service & Improvement | 3 | Yes - given link to website |
| 18/09/14 | F/263/1415 | Information on agency use | Revenues, Benefits | 8 | Yes |
| 19/09/14 | F/264/1415 | Information on 16-17 year olds that find themselves homeless | Housing | 7 | Partially, some information not held |
| 19/09/14 | F/265/1415 | Information on imposing unlawful costs - non domestic rates enforcement | Revenues | 15 | Yes |
| 22/09/10 | F/266/12415 | Information on business directory and additional information on public health funerals other than what is on website | Customer Service & Improvement , Environmental Health (Residential) | 14 | Partially, some information not held, some information on website |
| 22/09/14 | F/267/1415 | Papers, minutes and agendas for all remuneration and audit committee meetings from 2005/06 | Human Resources & Payroll, Customer Service & Improvement | 7 | Yes - given link to website |
| 23/09/14 | F/268/1415 | Information on data loss and security breaches | Customer Service & Improvement | 14 | Partially, some information not held |

Table B - Freedom of Information Requests by date

| Date Received | Reference | Summary of Request | Information provided by | No of work days to process | Information released |
|----------------------|------------------|-----------------------------------------------------------------------------------------------------------------------------------------------------|-------------------------------------------|-----------------------------------|--------------------------------------|
| 23/09/14 | F/269/1415 | Information on issuing of licences for Hackney and Private Hire drivers | Environmental Health (Licensing) | 20 | Yes |
| 23/09/14 | F/270/1415 | Details of commercial properties which have a rateable value of up to £12,000 and which are eligible for but have not received SBRR to date | Revenues | 14 | Yes |
| 23/09/14 | F/271/1415 | Details of commercial properties that to date have a credit listed on their account to the value of £1000 and above | Customer Service & Improvement (Revenues) | 3 | Yes - given link to website |
| 24/09/14 | F/272/1415 | List of charity shops/registered charities that have become liable for business rates for the period between 01/07/14 to 23/09/14 | Revenues | 13 | Yes - given link to website |
| 26/09/14 | F/273/1415 | Section 106 payments received from Keepmoat Homes for the Church Drive (Model Village) Development, how payments were used and any remaining monies | Planning | 17 | Yes |
| 29/09/14 | F/274/1415 | Confirmation on the final sum at which sale of Sherwood Lodge was completed, also for Kitchen Croft and associated land | Legal | 16 | Yes |
| 30/09/14 | F/275/1415 | Information on taxi licensing | Environmental Health (Licensing) | 15 | Partially, some information not held |
| 30/09/14 | F/276/1415 | List of items with a value of over £50 which have been taken without authorisation from the council in each of last three years | Finance | 15 | Yes |

Table C - Environmental Information Regulations Requests by date

| Date Received | Reference | Summary of Request | Information provided by | No of work days to process | Information released |
|----------------------|------------------|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-----------------------------------|-----------------------------------|--------------------------------------|
| 20/05/14 | E/06/1415 | What is our town's overall DPD (Development Plan Document) | Planning | 10 | Yes |
| 20/05/14 | E/07/1415 | Details of all A2 installations and Part B permits in relation to LA-PPC and LA -IPPC processes (Local Authority Pollution Prevention Control) | Environmental Health (Commercial) | 13 | Yes |
| 25/06/14 | E/12/1415 | Information on any private groundwater abstractions which are present within 1 km radius for NGR SK 44674 60236 Shell Chesterfield North, M1 Junction 28-29 Tibshelf Derbyshire DE55 5TZ | Environmental Health (Commercial) | 19 | No information held |
| 11/07/14 | E/15/1415 | Copy of the NLUD-PDL data submitted to Central Government by BDC for 2011, 2012, 2013 and 2014 | Planning | 14 | Partially, some information not held |
| 18/09/14 | E/30/1415 | Information on air quality laws under discretionary power in Part 2 of the Localism Act | Environmental Health (Commercial) | 16 | No information held |

Bolsover District Council**Executive****3 November 2014****Derbyshire And Derby City Joint Municipal Waste Management Strategy****Report of Councillor D. Kelly, Portfolio Member for Environment****Purpose of the Report**

- To update Member's concerning the developing Derbyshire and Derby City Joint Municipal Waste Management Strategy (DJMWMS) including the development by Bolsover District Council of an Action Plan to deliver waste reduction, increased diversion and recycling.

1 Report Details

- 1.1 Executive, at its meeting on 30th September 2013, approved the Joint Waste and Recycling Collection Policy, setting out measures to stimulate waste reduction and increased diversion and recycling. Measures at the time were being included in the Council's developing draft Action Plan for inclusion in the DJMWMS to illustrate how the Council would support the Derbyshire wide position. This report updates Executive on progress to date and links Bolsover's Action Plan to the County Wide strategy.

2 Conclusions and Reasons for Recommendation

- 2.1 The Council's Action Plan is attached (**Appendix A**) which provides information about the Council's waste collection and recycling service and sets out Actions we will undertake to stimulate waste reduction, increased diversion and recycling. This approach reflects the previously adopted Council's Joint Waste and Recycling Collection Policy position. It is recommended that the Council's DJMWMS Action Plan to help deliver the County Wide Strategy is adopted.

3 Consultation and Equality Impact

- 3.1 The County and City Council included all Derbyshire Waste Collection Authority (WCA) Action Plans in their consultations undertaken throughout January and February this year; further to which, they have requested these are now adopted.
- 3.2 Throughout development of the DJMWMS the Assistant Director Streetscene and Portfolio Member (Environment) attended Strategy Development

Workshops to ensure the Council's position was reflected in its Action Plan and wider Strategy Document, attached (**Appendix B**) for information.

- 3.2 The Council undertook an Equality Impact Assessment (EIA) of its Joint Waste and Recycling Collection Policy, approved at Executive's meeting on 30th September 2013, which reflects the actions set out in the DJMWMS Action Plan.

4 Alternative Options and Reasons for Rejection

- 4.1 Developing the Council's waste and recycling action by way of the DJMWMS Action Plan negates the need to develop the Council's own Waste Strategy.

5.0 Implications

5.1 Finance and Risk Implications

- 5.1.1 There are no additional financial implications arising from the adoption of the DJMWMS Action Plan
- 5.1.2 A number of risks have been identified in the Council's Action Plan as set out at section 4.5 (**Appendix A**). Appropriate control measures have been adopted to mitigate these risks.

5.2 Legal Implications including Data Protection

- 5.2.1 The Council is a Waste Collection Authority (WCA) as defined by the Environmental Protection Act 1990. Section 45(1)(a) requires the Council to arrange for the collection of household waste from any premises and require the occupier, by notice served (s.46(1)) on them, to place the waste for collection in a receptacle of a kind and number specified and on a day and at a position or place.
- 5.2.2 The kind and number of receptacles required to be used must be such as are reasonable but, subject to that, separate receptacles or compartments of receptacles may be required to be used for waste which is to be recycled and waste which is not (s.46(2)).
- 5.2.3 The Council's Joint Waste and Recycling Collection Policy and DJMWMS Action Plan facilitate undertaking of the Council's statutory duty set out above.

5.3 Human Resources Implications

- 5.3.1 None arising from this report

6 Recommendations

- 6.1 Executive adopts the Action Plan for inclusion in the Derbyshire and Derby City Joint Municipal Waste Management Strategy

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 wards receive waste and recycling collection services |
| Links to Corporate Plan priorities or Policy Framework | <u>Corporate Priorities</u> <ul style="list-style-type: none"> • Customer Focussed Services • Environment • Strategic Organisational Development <u>Corporate Objectives</u> <ul style="list-style-type: none"> • Clean and Safe Streets • Attractive Sustainable Environment • Value for Money • High Performing Council • Increased Recycling |

8 Document Information

| Appendix No | Title |
|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-------------------------------------------------------------------|
| Appendix A | DJMWMS (Bolsover District Council) Action Plan |
| Appendix B | Derbyshire & Derby City Joint Municipal Waste Management Strategy |
| 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) | |
| As set out in Appendices to the report. | |
| Report Author | Contact Number |
| Assistant Director Streetscene (Steve Brunt) | 01246 593044\217264 |

Bolsover District Council

Executive

3rd November 2014

Renewal Of Council Insurance Policies

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

Purpose of the Report

- The Authority's insurance policies were subject to a Long Term Agreement (LTA) which expired on the 1st October 2014. In order to secure appropriate replacement arrangements the Council elected to follow a negotiated procedure arrangement which is compliant with European (OJEU) procurement requirements. This report is to inform Members of the outcome of that insurance tendering process which has been conducted under powers delegated to the Executive Director of Operations.

1 Report Details

Background

- 1.1 In order to meet the timescales associated with renewing cover the Council has previously granted delegated powers to the Executive Director of Operations to renew the Council's insurance cover. This report outlines the actions of the Executive Director of Operations. Members are now requested to note the actions of the Executive Director of Operations in renewing the Authority's insurance cover as described in the report.
- 1.2 Bolsover District Council's insurance contracts were previously awarded following a tendering exercise in 2011 (expiring in September 2014), and were subject to a 3 year Long Term Agreement (LTA) with an option to extend for a further 2 years. In consultation with the Council's Insurance Broker, it was considered that it would be appropriate to re-tender the contract rather than to extend beyond September 2014.
- 1.3 Insurance premiums are predominately based on factors including sums insured, claims history, risk exposure, market fluctuations, geographical area,

insured perils and level of activity. The areas below have been compared against the position as at the 2013 renewal in order to inform Executive of some of the key adjustments that have been made. All remaining policies have shown minimal movement on sums insured.

- ➔ Salary and wages figure declared to insurers increased by 0.5%.
- ➔ Housing properties sum insured increased by 3.19%.
- ➔ Leased flats sum insured increased by 7.81%.
- ➔ General properties sum insured reduced by 23.63% (due to the sale of Sherwood Lodge and Kitchen Croft).
- ➔ Vehicle numbers increased by 1.64%.
- ➔ All Risks sum insured increased by 34.36% (due to additional leisure equipment).
- ➔ Business Interruption 'rent received' sum insured increased by 49.48% (due to additional income from various premises).

Specialist Advice / Brokering

1.4. The Council's Insurance Broker (Aon) supported the insurance portfolio tendering exercise, analysing the tender responses whilst ensuring OJEU compliance and adequate insurance cover. The annual brokering cost including this 2014 tender was £5,100, which will reduce to £3,500 for the annual 2015/16 renewal process and ongoing advice.

Tender Evaluation

1.5. The Insurers were asked to tender for a 3 year LTA with an option to extend by 2 years, including options to reduce the excess on the majority of policies. The Council's broker (AON) has advised on the tender process to assist in achieving the most cost effective proposals, recognising that 60% of the scoring was based on price and 40% on technical capability and coverage. The following summarises the outcome of the 2014 tender process:

- ➔ To give the Council maximise choice and value for money, policies were categorised into eight 'lots' within the tender. These were split as follows

—

1. Property Risks
2. Computer Risks
3. Casualty & Professional Risks
4. Crime / Fidelity Guarantee
5. Engineering Inspection
6. Contract Works / Hired in Plant
7. Terrorism

8. Motor Vehicles / ULR

- Tenders were received from Travelers, Aspen, Liberty, RSA, ACM, MAPS, RMP and Zurich Municipal, with the latter two quoting for both complete packages of all policies, as well as for individual 'lots', with the remaining insurers quoting in isolation for policies within 'lots'.
- The table below summaries the options which were compared and considered –

| 2014 TENDER PREMIUM COMPARISONS (Inc IPT with LTA and package discounts) | Costs £'s |
|--------------------------------------------------------------------------------------------------------------------------------------|----------------------|
| Premiums Paid in 2013/14 – Split Insurers | 330,138 |
| Option A – Split Policies with current insurers. Based on existing terms (£20k excess on Property & Casualty) | 349,745 |
| Option B – Zurich Package. Based on existing terms (£20k excess on Property & Casualty) | 267,155 |
| Option C – Split Polices with alternative insurers. Based on different terms & £20k excess on Property & Casualty | 235,945 |
| Option D – Split Polices with Zurich / Liberty / MAPS & RSA Based on a reduced £10k excess on Property & Casualty policies | 259,416 |

A summary of the detailed submissions is provided in Appendix 1 to the report.

2 Conclusions and Reasons for Recommendation

- 2.1 Option D, (excluding points 5/6/8, which did not apply) with a 3 year LTA with 2 year optional extension, was chosen as the most financially advantageous for the Authority. While this option results in higher premiums than Option C on the basis of the available evidence it is anticipated that the potential savings available from the lower excess of

£10,000 will result in this option proving the most financially attractive to the authority.

- 2.2. The following section summarises the key points of the cover that has been agreed.

→ **Casualty**

Zurich retained the casualty policies, with the Council taking the opportunity to reduce the excess from £20,000 to £10,000 per claim.

Policy cover and terms were greater and wider with Zurich, as compared against an alternative competitive standalone 'lot' quotation from Aspen. The overall package discounts allowable by Zurich across all lots made their package terms the preferred option (in line with the contract award criteria). Accepting lower indemnity limits and limited coverage offered by a competitor could compromise the Council should claims succeed. It was also considered prudent to have property and casualty policies with the same insurer as any future poor claims experience can be diluted within the insurance portfolio, avoiding LTA breaches.

Travelers were unable to quote for Casualty policies.

→ **Property**

All property policies have transferred to Zurich from the former insurer, Travelers, showing a significant premium saving. It is unclear whether Zurich can sustain these premiums on housing stock and general property policies in the event of any sizable claims.

All former property policies with a £20,000 excess have now been reduced to a £10,000 excess together with the abolition of the £1,000 per property excess on storm damage for housing stock. The all perils event excess is now set at £10,000.

The former £50,000 excess relating to the flood peril at Pleasley Vale site has now been removed and reduced to £10,000 per incident in line with other property policies.

Excess for leasehold flats has now increased to a non negotiable level of £100 (previously nil), with a standard £2,500 excess in respect of subsidence. Due to premiums reducing the insurance reserve will fund this excess when claims arise.

Sherwood Lodge and Kitchen Croft figures have been removed from the awarded contract. A mid-term pro-rata premium was refunded by the former insurer when the sale was completed earlier this year.

→ **Vehicle**

Liberty retained the vehicle fleet policy. To avoid escalating premiums the material damage excess has increased from £250 to £500. Windscreen damage / replacements has also increased to the new deductible.

The Council accepted an additional vehicle accumulation policy with Zurich, the new property insurer, as the premium was low, at an annual cost of £380.52 +6% IPT, with a £10,000 excess per event, with a £2.2 Million indemnity limit, based on current vehicle market values. This provides 'catastrophe cover' as the Council has cover within the motor policy with a £500 excess per vehicle, up to a £10 Million indemnity.

MAPS retained the vehicle uninsured loss recovery agency service.

→ **Engineering**

Engineering policies continue to be provided by Zurich Municipal.

Zurich guarantees to inspect all items of plant on time. If they fail to inspect and item(s) of plant for a reason within their control, they will offer a 110% refund on the plant concerned.

→ **Computer**

RSA retained the computer policy. Rating and excess remain unaltered.

→ **Full Crime (previously FG)**

It was decided to upgrade the Council's current Fidelity Guarantee insurance policy to a 'Full Crime' insurance policy with immediate effect, giving much wider, comprehensive cover, including employee dishonesty, third party electronic funds transfer, forgery, counterfeiting, account scamming, computer hacking. The excess is £10,000 with a £5 Million indemnity limit however the policy has a

standard extension of a £25,000 excess and £250,000 indemnity limit in relation to 'account scams' as these are assessed as high risk.

➔ **Terrorism**

Lot 7, Terrorism for material damage is not covered at present, but a cost was obtained. The best quote was £7,772+IPT. It was decided not to accept this policy, due to the likelihood being considered low risk.

➔ **Recharges**

The casualty policy premiums are not a true reflection of all casualty costs as NEDDC hosts Environmental Health services with their liabilities being insured by NEDDC; and as a consequence BDC's receives additional indirect insurance costs as part of the recharges between the two Authorities. This recharge cost for 2014/15 is £6,726.

3 Consultation and Equality Impact

3.1 The issues considered within this report concern a tender process and as such do not at this stage require any consultation. There are no Equality Impact issues arising directly from this report.

4 Alternative Options and Reasons for Rejection

4.1 The alternative options that were considered are outlined throughout the report.

5 Implications

5.1 Finance and Risk Implications

- The overall annual sum allocated to cover insurance and risk is £411,242, based on the insurance year, 1st October 2014 to 30th September 2015. This sum includes the current contributions to the insurance reserves made by the Council each year and the cost of the insurance brokerage services. The following table details the position in respect of the new arrangements comparing these against those under the previous agreements:

| | 2013/14 Costs | 2014/15 Costs |
|--|--------------------------|--------------------------|
| | | |

| | £ | £ |
|---------------------------------|----------------|----------------|
| Premiums (net of IPT) | 320,379 | 245,371 |
| Low Claims Rebate (Property) | (8,885) | 0 |
| IPT @ 6% | 18,644 | 14,045 |
| Reserve Contribution (Gen Fund) | 110,000 | 90,000 |
| Reserve Contribution (HRA) | 50,000 | 50,000 |
| Consultancy / Brokering | 3,500 | 5,100 |
| NEDDC Insurance Recharges | 6,690 | 6,726 |
| Total | 500,328 | 411,242 |

- The costs as outlined above will be met from within existing approved budgets and provide an overall reduction of some £70,722 on premiums of which £69,983 is attributed to the HRA with the residual £1,039 being beneficial to the General Fund. In addition further savings have arisen from the reduction in the contribution to the Insurance Reserve.
- A comparison between the costs of each element of the Council's insurance policies between the previous and current arrangements is provided in Appendix 2 to the report.
- Given that the Council has agreed a range of excesses across its policies in order to secure cost effective cover and to provide it with an incentive to minimise risk it is important that adequate financial provision is provided to meet those costs below the agreed excess together with uninsured losses. In order to meet such costs the Council has established an Insurance Reserve funded from its revenue accounts. At the 1st April 2014, the withdrawals were £21,701 from the GF Insurance Reserve and £73,475 from the HRA Insurance Reserve. Annual contributions of £90,000 to the GF Reserve and £50,000 to the HRA Reserve have been agreed. The Insurance Reserve is reviewed on a regular basis on order to ensure that it remains at an appropriate level with the revenue contribution increased or reduced as necessary.

5.2 Legal Implications including Data Protection

- There are no Legal or Data Protection issues arising directly from this report.

5.3 Human Resources Implications

- These are no Human Resource arising directly from the report.

6 Recommendations

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

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) | N/A |
| District Wards Affected | N/A |
| Links to Corporate Plan priorities or Policy Framework | N/A |

8 Document Information

| Appendix No | Title |
|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-------------------------------------------------------------------------------------------|
| 1 2 | SUMMARY OF DETAILED SUBMISSIONS COST COMPARISON BETWEEN CURRENT AND PREVIOUS POLICIES. |
| 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) | |
| Tender Documentation and Evaluation. | |
| Report Author | Contact Number |
| Tony Cheetham | 01246 (242426) |

APPENDIX 1 : SUMMARY OF DETAILED SUBMISSIONS

➔ **Option A – Current Insurers With Same Terms & Excess Levels** **Property = Travelers / Casualty = Zurich / Motor = Liberty**

1. Premiums based on new sums insured as of 1st October 2014.
2. Three 'property' risk management days included within Travelers.
3. Housing stock subject to a £1,000 excess per property for the storm damage peril. Excess of £20,000 applies per incident for remaining perils.
4. Low claims rebate (or profit share) of £11,498 (£12,188 inc IPT @ 6%) for 2011/12 applies only if a property policies are renewed. Additional rebates of £17,798+IPT and £17,120+IPT would also apply to respective years 2012/13 and 2013/14.
5. Zurich included an optional £5,000 Risk Management fund within Casualty policies quote. This has been removed to reduce costs.
6. Liberty, the motor insurer will no longer offer a reduced windscreen excess (previously £50) which is now set at the standard damage excess, i.e. £250.
7. Vehicle accumulation policy with Liberty provides a £10 Million indemnity limit with a £250 excess per vehicle.
8. Terrorism for material damage is not covered at present. To add this policy the cost for would be £7,772+IPT @6%, with no additional discounts.
9. Land Charges and Officials Indemnity limits set at £5 Million.

Note relating to Property Policies (within options B, C and D) –

Due to the Zurich property premiums being exceptionally competitive the broker contacted the insurer to check accuracy of figures. The underwriters have confirmed premiums are correct. Such low premiums may lead to breach of the LTA in future years, as it is doubtful that Zurich can sustain such a low premium on housing stock in the event of significant claims. This risk should be considered in setting future years budgets, as the savings may not be long term.

➔ **Option B – Complete Package with Zurich (£20k Excess)**

1. **See property note above.**
2. Housing Stock excess reverts back to £20,000 per incident for all perils (was £1,000 per individual property for flood and storm perils). Premiums include an additional £2,396 +IPT.
3. Motor policy premiums with Zurich were £20k greater than the most competitive insurer, so this option could not be accepted as it would potentially be in breach of OJEU requirements.

4. Zurich included an optional £5,000 Risk Management fund within Casualty policies quote. This has been removed to reduce costs.
5. The Council did not have a 'Full Crime' policy, but a limited Fidelity Guarantee policy. Upgrading the FG policy would cost an additional £1,472 +IPT with a £20,000 excess.
6. Zurich is unable to provide a nil cover for leasehold flats. The excess would be £100 material damage and £2,500 for subsidence.
7. Terrorism for material damage is not covered at present. To add this policy the cost for would be £7,772+IPT @6%, with no additional discounts.
8. Premiums based on a 3 year LTA with a 5% discount and a further 5% package discount, with an option to extend the LTA expiry date by a further 2 years, at the Council's discretion.

➔ **Option C – Most Competitive Price with SIMILAR Terms (£20k Excess)**
Property = Zurich / Casualty = Aspen / Motor = Liberty

1. Option B, points 1/2 & 5 - 7 also relate to this option.
2. Zurich premiums based on a 3 year LTA with a 5% discount.
3. MAPS would be retained as the uninsured loss recovery agent for the motor policies.
4. Aspen offered a 10% 3 year LTA discount (included within costings) for Casualty policies and a 1% day one payment discount.
5. **Important Note - the current Officials Indemnity & Land Charges Indemnity limits of £5 Million cannot be offered by Aspen. Their upper limit is only £2M. Damage to reputation, exemplary & punitive damages is also excluded within the Aspen policy. Reduced PI court attendance costs and mitigation expenses are excluded. Election work isn't covered as standard, but can be covered at no cost but may not be based on existing cover.**
6. Aspen claims handling undertaken by a third party (Phoenix Loss Adjusters).
7. As Aspen quotation is low in comparison the LTA could easily be breached by the insurer, resulting in the Council having to retender next year.
8. Liberty, the motor insurer will no longer offer a reduced windscreen excess (previously £50) which is now set at the standard excess, i.e. £250.
9. The current computer insurer, RSA, quoted the best value for money computer policy at £1,534, however RMP quoted £1,382 but did not quote on the same terms, with lower indemnities, and didn't include 'full theft' cover.
10. Engineering policy continue with Zurich.

→ **Option D – Reduced Excess to £10k / Increase Motor Excess to £500
Property, Casualty, Engineering, Crime, Contract Works = Zurich / Motor =
Liberty / Computer = RSA**

1. Option B, points 1/4/6/7/8 and Option C, points 3/9/10 also relate to this option.
2. A package discount for these 5 lots has been allowed by Zurich.
3. This option reduces the excess from £20k to £10k for all existing Property policies, including Housing Stock, and Casualty (EL, PL, OI and PI), and FG, policies, and increases the motor policy excess from £250 to £500 (including windscreen cover).
4. This option also eliminates the current £1k, per 'property' excess, for storm and flood relating to the Housing stock policy and the more attractive £10k excess per 'incident' applies.
5. Additional Zurich premium to reduce All Risks excess from £10k to £1k was £1,281.45.
6. Additional Zurich premium to include non-mobile plant and trailers within the All Risks policy was £678.20 with £1k excess.
7. Increasing the motor excess from £250 to £500 saves £6,150 +IPT@6%.
8. Increasing the motor excess from £250 to £1,000 saves £10,905 +IPT@6%.
9. Reducing the excess from £20k to £10k for all Casualty policies increases the premium by £11,292 +IPT, (£83,586 - £72,294)
10. A comparable quote was obtained from Aspen for a £10k excess. Despite overall premiums being lower than Zurich by £6,086 (£83,586 and £77,500 respectively), there are differences in Indemnity limits, and covers. Option C, point 5 refers to note of significance.
11. The Council did not have a 'Full Crime' policy, which gives much wider, comprehensive cover, than the Fidelity Guarantee policy. Full Crime includes internal and external losses, such as third party electronic funds transfer, forgery, account scamming, hacking. Upgrading the FG policy would cost an additional £1,634 +IPT (£5,806 -£4,172) with a £10,000 excess (standard £25k excess for account scamming).
12. Zurich offered an additional vehicle accumulation policy with an indemnity limit of £2.2 Million, at an annual cost of £380.52 + 6% IPT, with a £10,000 excess per event.

APPENDIX 2 : COST COMPARISON BETWEEN CURRENT AND PREVIOUS POLICIES.

The following comparison table shows premiums by category and compares against 2013/14; being mindful of the changing excess levels. Despite overall significant premium savings the net savings to the general fund is only £1,039. This is because the majority of the savings arise in respect of the housing stock (£69,683) and are accordingly credited to the HRA. These two figures taken together constitute the overall savings of £70,722.

| | 2013/2014 | 2014/2015 | Variance |
|------------------------------------|---------------|---------------|---------------|
| | £ | £ | £ |
| Vehicles | | | |
| ➤ Fleet | 71,614 | 81,542 | 9,928 |
| ➤ Lease Cars (<i>Abolished</i>) | 1,761 | 0 | (1,761) |
| ➤ Grey Fleet Contingency Liability | 825 | 825 | 0 |
| ➤ Vehicle Accumulation | 0 | 381 | 381 |
| ➤ MAPS Recovery Loss Agent | 601 | 750 | 149 |
| Total Vehicles premiums | 74,801 | 83,498 | 8,697 |
| Casualty | | | |
| ➤ Public Liability | 32,600 | 45,860 | 13,260 |
| ➤ Libel & Slander | 855 | 1,056 | 201 |
| ➤ Employers Liability | 20,000 | 29,931 | 9,931 |
| ➤ Officials Indemnity | 2,286 | 1,890 | (396) |
| ➤ Land Charges | 1,874 | 2,568 | 694 |
| ➤ Public Health Act | 475 | 434 | (41) |
| ➤ Professional Indemnity | 2,320 | 1,847 | (473) |
| Total Casualty premiums | 60,410 | 83,586 | 23,176 |
| Property | | | |
| ➤ Housing Stock | 110,370 | 40,687 | (69,683) |
| ➤ Leased Flats | 3,245 | 1,127 | (2,118) |
| ➤ General Properties | 33,133 | 4,027 | (29,106) |

| | 2013/2014 | 2014/2015 | Variance |
|--------------------------------------|------------------|------------------|------------------|
| | £ | £ | £ |
| ➤ Play Areas | 1,488 | 126 | (1,362) |
| ➤ Contents | 3,598 | 295 | (3,303) |
| ➤ Car Parks | 1,049 | 27 | (1,022) |
| ➤ Work In Progress | 2,957 | 1,991 | (966) |
| ➤ Business Interruption | 3,332 | 1,722 | (1,610) |
| ➤ All Risks | 806 | 2,971 | 2,165 |
| ➤ Money | 329 | 104 | (225) |
| ➤ Council Tools (in vehicles) | 780 | 1,312 | 532 |
| ➤ Pleasley Vale B P Mills | 9,687 | 4,946 | (4,741) |
| ➤ Pleasley Vale B P Lodges | 427 | 137 | (290) |
| Total Property premiums | 171,201 | 59,472 | (111,729) |
| Minor Classes | | | |
| ➤ Fidelity Guarantee / Full Crime* | 2,534 | *5,805 | 3,271 |
| ➤ Computer | 1,539 | 1,458 | (81) |
| ➤ Engineering Inspection | 9,644 | 11,288 | 1,644 |
| ➤ Hired Plant | 250 | 264 | 14 |
| Total Minor premiums | 13,967 | 18,815 | 4,848 |
| | | | |
| Sub Total (exc IPT) | 320,379 | 245,371 | (75,008) |
| Less low claims rebate (Property) | (8,885) | 0 | 8,885 |
| I.P.T. @ 6% | 18,644 | 14,045 | (4,599) |
| Premium Total (inc IPT) | 330,138 | 259,416 | (70,722) |
| Inc NEDDC insurance recharges | 6,690 | 6,726 | 36 |
| Overall Grand total | 336,828 | 266,142 | (70,686) |

Bolsover District Council

Executive

3rd November 2014

Community Cohesion Project Update

Report of Cllr E Watts, Leader of the Council

This report is public

Purpose of the Report

- To provide Executive with an update on the proposal for a Community Cohesion Officer at Shirebrook and the current funding plan.

1 Report Details

Community Cohesion Project

- 1.1 Executive will recall the decision in April 2014 to contribute up to £20,000 to the post of a Community Cohesion Worker over a two year period. The report taken to Executive by the Executive Director for Operations set out the underlying tensions within the Shirebrook community and proposed that a Community Cohesion Officer would be the most appropriate way forward to address the issues and reduce tensions, and that the post would be based within the Council's Community Safety Team.
- 1.2 An annual budget in the region of £40,000 was proposed and a range of contributions from different partners identified. At that stage, it was thought that a local private sector company would also contribute towards the project. Following further discussions a direct financial contribution is unlikely; however, company staff time and resources to take forward any initiatives to address community cohesion within Shirebrook have been pledged.
- 1.3 This report provides an update on activity since the April 2014 Executive meeting, and the table below confirms the funding that has been committed to date for a two year project:

| Partner | Amount |
|---------------------------|---------------|
| Bolsover District Council | £20,000 |
| Derbyshire Constabulary | £6,000 |

| | |
|----------------------------------------------------|----------------|
| Hardwick Clinical Commissioning Group | £10,000 |
| Bolsover Community Safety Partnership | £5,000 |
| Derbyshire County Council | £5,000 |
| Bolsover Partnership Funding for Health Priorities | £25,000 |
| Total | £71,000 |

- 1.4 Whilst the funding identified above would be sufficient to move the project forward for a period of two years, based on the current salary projection, it is the view of the Bolsover Partnership Executive Board that the current salary indication is too low. The post holder would need to be of a high calibre, able to work with key strategic agencies as well as community leaders, and ideally be multi-lingual. It is considered necessary therefore to revisit the job description and person specification to ensure the resulting grading accurately reflects the requirements of the post and attracts sufficient calibre of candidates. The effect of this possible re-grading is that there will be a budget shortfall, estimated to be in the region of £10,000.
- 1.5 While the re-evaluation of the post is underway, it is necessary to consider the following options moving forward:

| Option | Considerations |
|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Reduce the length of the project (duration to be determined following Job Evaluation) | Partners that have committed funding per annum for 2 years will need to give approval to reduce length of project. This includes BDC and Hardwick CCG |
| Seek alternative funding streams (an Expression of Interest for the BIG Lottery funding has already been prepared and is waiting to be submitted by Community Safety Partnership) | Securing additional funding takes time and there are no guarantees. The private sector are unlikely to commit cash at this stage |
| BDC bridge the funding gap (up to £10,000 in addition to current commitment of £20,000) | BDC has already committed £20,000 to this project. However, there is growing concern about tensions within Shirebrook; a minimum two year project is needed ideally. |

2 Conclusions and Reasons for Recommendation

2.1 That Executive notes the contents of this report.

3 Consultation and Equality Impact

3.1 This report and that of the 14 April 2014 are based upon the outcome of extensive work between the partner agencies involved in the Shirebrook area and within the local community. One of the main purposes of the proposed project is to support the development of dialogue with local communities in order to agree a longer term way forward to reduce current levels of tension.

3.2 The project is intended to assist in the reduction of community tensions within Shirebrook. They are therefore intended to have a positive outcome in respect of the Council's equality agenda, meeting the Council's public sector equality duties under the Equality Act 2010, S.149 (1) and in particular section (c), the duty to foster good relations.

4 Alternative Options and Reasons for Rejection

4.1 A number of options have been presented within the report. The first option, and possibly the second, would result in a shorter term project. The third option would require additional resources to be committed to the project to enable the project to run for a minimum of two years.

5 Implications

5.1 Finance and Risk Implications

5.1.1 On the basis of the current information available, the funding gap for a two year scheme is in the region of £10,000. The exact figure will not be known until the post has been re-evaluated. The costs of the project will be met from unallocated earmarked reserves. While the project would require an additional financial commitment if option 3 were agreed, Executive should note that the costs of not effectively addressing growing community tensions could significantly exceed the possible additional cost.

5.2 Legal Implications including Data Protection

5.2.1 There are no legal issues arising directly from this report.

5.3 Human Resources Implications

These are covered throughout the report.

6 Recommendations

6.1 That Executive considers the options outlined in respect of the Community Cohesion Project.

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 | Shirebrook |
| Links to Corporate Plan priorities or Policy Framework | |
| | |

8 Document Information

| Appendix No | Title |
|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-----------------------|
| | |
| 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 |
| Laura Khella | 01246 242302 |

Report Reference –