



The Arc
High Street
Clowne
Derbyshire
S43 4JY

Date: 20th March 2015

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 30th March 2015 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 and 3.

Yours faithfully

Assistant Director – Governance & Monitoring Officer
To: Chairman & Members of the Executive

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INVESTORS IN PEOPLE

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

CUSTOMER
SERVICE
EXCELLENCE



The Government Standard

EXECUTIVE AGENDA

Monday 30 March 2015 at 1000 hours in the
Chamber Suites, The Arc, High Street, Clowne

Item No.		Page No.(s)
	PART 1 – OPEN ITEMS	
1	Apologies for absence	
2	Urgent Items of Business To note any urgent items of business which the Chairman has consented to being considered under the provisions of Section 100(B) 4(b) of the Local Government Act 1972.	
3	Declarations of Interest Members should declare the existence and nature of any Disclosable Pecuniary Interest and Non Statutory Interest as defined by the Members' Code of Conduct in respect of: a) any business on the agenda b) any urgent additional items to be considered c) any matters arising out of those items and if appropriate, withdraw from the meeting at the relevant time.	
4	Minutes To approve the minutes of a meeting of the Executive held on 2 March 2015	Previously circulated
5	Recommended Items From Other Standing Committees None.	
6	Single Equality Scheme 2015-2019 and Final Review of Single Equality Scheme 2011-2015 <i>Recommendation on page 7</i>	5 to 88
7	CCC Quarterly Report (Q3) 2014/15 <i>Recommendations on page 117</i>	89 - 118

8 (KD)	Commissioned Services – Bolsover Wellness Programme <i>Recommendations on page 120</i>	119 - 121
9	Strategic Risk Register <i>Recommendations on page 125</i>	122 - 131
10 (KD)	Outcome of tender exercise to procure Automated Payment Machines for Contact Centres <i>Recommendations on page 134</i>	132 - 134
11	Arrears – Irrecoverable Items over £2500 <i>Recommendations on page 136</i>	135 - 138
12 (KD)	Pilot Bolsover Business Growth Fund <i>Recommendations on page 143</i>	139 - 148
13	PART 2 – EXEMPT ITEMS <i>The Local Government (Access to Information) Act 1985, Local Government Act 1972, Part 1, Schedule 12a.</i> <u>Paragraph 3</u>	
14	Arrears – Irrecoverable Items over £2500 <i>Recommendations on page 150</i>	149 - 152
15 (KD)	Contract for Minor Painting Works for Chesterfield Royal Hospital and Bolsover District Council <i>Recommendations on page 154</i>	153 - 155
16 (KD)	Central Heating Upgrading Of Council Houses 2015 – 2018 <i>Recommendations on page 161</i>	156 - 161
17 (KD)	Re-Roofing Of Council Houses 2015 – 2019 <i>Recommendations on page 167</i>	162 - 168
18 (KD)	Contract For Void Cleaning And Shuttering Services For Council Housing <i>Recommendations on page 170</i>	169 - 173

Notes for agenda:

Items marked (KD) are all Key Decisions. A Key Decision is an executive decision likely to result in the Council incurring expenditure which is, or the making of savings which are, significant having regard to the Council's budget for the service or function to which the decision relates or which is significant in terms of its effects on communities living or working in an area comprising two or more wards in the District. The Council has decided that income or expenditure of £50,000 or more is significant.

Items 8, 10 and 12 were omitted from Issue 32 of the List of Key Decisions and Exempt Items published 27 February 2015. It is necessary for them to go to the Executive meeting in March in the interests of efficiency. The relevant scrutiny chair has been informed.

There have been no representations to hear items 14-18 in public session since the publication of Issue 32 of the Council's List of Key Decisions and Exempt Items. These items are both to be heard in private session since they relate to the Council's financial or business affairs as set out in Paragraph 3 of Part 1 to Schedule 12A of the Local Government Act 1972.

Bolsover District Council

Executive

30th March 2015

**Single Equality Scheme 2015-2019 and
Final Review of Single Equality Scheme 2011-2015**

Report of the Assistant Director – Customer Service and Improvement

Purpose of the Report

Public bodies have legal duties relating to equality which are specified in the Equality Act 2010. The public sector duty consists of a general duty with three main aims, as set out in section 149 of the Equality Act 2010; and specific duties as set out in the Equality Act 2010 (Statutory Duties) Regulations 2011. The specific duties are designed to help public bodies meet the general duty.

General duty

The general duty requires local authorities to have due regard to the need to:

- Eliminate discrimination, harassment, victimisation and any other conduct prohibited under the Act.
- Advance equality of opportunity between persons who share a relevant protected characteristic and persons who do not share it.
- Foster good relations between persons who share a relevant protected characteristic and persons who do not share it.

In all its decisions and functions, authorities should give due weight to the need to advance equality in proportion to its relevance. To demonstrate due regard, the authority is required to:

- Assess the impact of its policies and practices, and the likely impact of proposed policies and practices, on furthering the three aims of the general duty.
- Set out the information that it has taken into account when it assessed the impact of its policies and practices, and the likely impact of its proposed policies and practices, on the furtherance of the three aims.
- Detail any engagement that was undertaken with those whom the public body considered have an interest in furthering the three aims.

The Act indicates that the 'need to advance equality of opportunity' includes the need to:

- a) Remove or minimise disadvantages suffered by persons who share a relevant protected characteristic that are connected to that characteristic.
- b) Take steps to meet the needs of persons who share a relevant protected characteristic that are different from the needs of persons who do not share it.
- c) Encourage persons who share a relevant protected characteristic to participate in public life or in any other activity in which participation by such persons is disproportionately low.

The Act further indicates that the 'need to foster good relations' includes the need to tackle prejudice and promote understanding.

Specific Duty

To meet the specific duty, the Council should demonstrate that it provides clear information about its equality outcomes. To achieve this, it is required to:

- Publish equality data relating to the protected characteristics of its workforce.
- Publish evidence of the information that has been considered in carrying out its analysis.
- Publish equality objectives which will meet the aims of the general duty by April 2012 and review them at least every four years.
- Publish details of its engagement with protected groups in setting its equality objectives.

1 Report Details

The Single Equality Scheme 2015-2019 provides a framework for implementing the authority's obligations with regard to the general and specific equality duties and encompasses the range of protected characteristics as defined within the Equality Act 2010.

The Scheme sets out the evidence base for the Council's equality objectives, which are then set out as deliverable actions in the associated Action Plan.

The Final Review of the Single Equality Scheme 2011-2015 evidences that since its adoption by Council in 2011, 32 actions have been achieved; 2 have been withdrawn; and 1 has not been achieved.

2 Conclusions and Reasons for Recommendation

- 2.1 For Executive to approve and adopt the Single Equality Scheme 2015-2019.
- 2.2 For Executive to approve the Final Review of the Single Equality Scheme 2011-2015.

3 Consultation and Equality Impact

- 3.1 Members of local interest groups, the Council's Equality Panel and the Improvement Group were consulted on the proposed objectives and targets within the Single Equality Scheme 2015-2019. This Scheme also draws on consultation undertaken

as part of the development of the Corporate Plan 2015-2019 and through the Equal Opportunities Survey conducted via the Citizens Panel in November 2014.

3.2 An Equality Impact Assessment has been produced for the Single Equality Scheme 2015-2019.

4 Alternative Options and Reasons for Rejection

5 Implications

5.1 Finance and Risk Implications

Within existing budgets.

5.2 Legal Implications including Data Protection

Production of documents meet legal requirements.

5.3 Human Resources Implications

Identified within the documentation.

6 Recommendations

6.1 For Executive to approve the Single Equality Scheme 2015-2019, in compliance with the Council's statutory equality duties as specified in the Equality Act 2010 and the Equality Act 2010 (Statutory Duties) Regulations 2011.

6.2 For Executive to approve the Final Review of the Single Equality Scheme 2011-2015.

7 Decision Information

<p>Is the decision a Key Decision? (A Key Decision is one which results in income or expenditure to the Council of £50,000 or more or which has a significant impact on two or more District wards)</p>	<p>No</p>
<p>District Wards Affected</p>	
<p>Links to Corporate Plan priorities or Policy Framework</p>	<p><u>Proposed Corporate Plan 2015-2019</u> Aim: Providing Our Customers with Excellent Service Target: Fully deliver the equality objectives identified in the Single Equality Scheme by March 2019</p>

8 Document Information

Appendix No	Title
	Single Equality Scheme 2015-2019 and Action Plan Final Review of Single Equality Scheme 2011-2019
<p>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)</p>	
Report Author	Contact Number
Equality Improvement Officer	01246 242407

Report Reference –

BOLSOVER DISTRICT COUNCIL

Single Equality Scheme

2015 - 2019

DRAFT

This Policy addresses the following Corporate Aim



SOCIAL INCLUSION





We speak your language

Polish

Mówimy Twoim językiem

Slovak

Rozprávame Vaším jazykom

Chinese

我们会说你的语言

If you require this publication in
large print or another format
please call us on **01246 242424**

Details of Document	
Title	Single Equality Scheme 2015-2019
Document type – i.e. draft or final version	Draft
Location of Policy	Intranet, Internet
Author of Policy	Equality Improvement Officer
Member route for Approval & Cabinet Member concerned	Executive Cabinet Member for Social Inclusion
Risk Assessment completed	Not applicable
Date Equality Impact Assessment approved	February 2015
Partnership Involvement (if applicable)	Not applicable
Policy Approved by	Improvement Group
	SAMT
	Executive
Date Approved	20 January 2015
	6 March 2015
	30 March 2015
Policy Review Date	March 2019
Date forwarded to CSI (to include on Intranet and Internet if applicable to the public)	To be published on intranet and corporate website once approved.

Bolsover District Council Equalities Statement

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

The Council believes that no person should be treated unfairly and is committed to eliminating all forms of discrimination, advancing equality and fostering good relations between all groups in society.

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Foreword

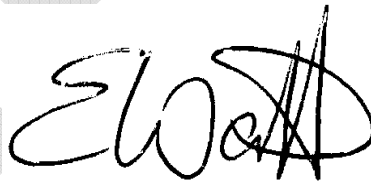
Welcome to Bolsover District Council's second Single Equality Scheme. The Council is committed to ensuring equality in providing all its services and as an employer. The Council is also committed to continuously involving and consulting relevant stakeholders in regularly reviewing and updating the scheme.

This scheme builds on the achievements of the previous Single Equality Scheme 2011-2015, and sets out actions we will take to continue to deliver improved equality outcomes for everyone.

The Council welcomes comments from all sections of the community.



A handwritten signature in black ink, appearing to be 'C. G.'.



A handwritten signature in black ink, appearing to be 'E. W.'.

DRAFT

Single Equality Scheme 2015-2019

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1. Equality, human rights and good relations

Bolsover District Council's Single Equality Scheme sets out our approach to promoting equality, human rights and good relations between different groups. The Council's role as a community leader means that it plays a key role in building community cohesion, engendering respect and fostering tolerance.

1.1 Equality Duties

The Equality Act 2010 aims to reduce inequality by extending protection across a range of 'protected characteristics'. These are:

- Age
- Disability
- Race
- Gender
- Gender reassignment
- Marriage and civil partnership
- Pregnancy and maternity
- Religion or belief
- Sexual orientation

There are two key legal requirements within the Equality Act 2010 which the Council must observe: the general equality duty and the public sector equality duty. The general equality duty sets out the broad aim to advance equality by requiring public bodies to consider equality issues in every aspect of their work. The public sector duty helps public sector organisations to implement the general duty by setting out what they should do to achieve compliance and to advance equality.

To meet the general equality duty, the Council must demonstrate due regard to the need to:

- Eliminate discrimination, harassment, victimisation and any other prohibited conduct
- Advance equality of opportunity
- Foster good relations between different groups

To demonstrate due regard and fairness in its decision making, the Council is required to assess the equality impact of its current and proposed policies and practices. This is to ensure that the authority can identify and then mitigate or justify any adverse impact resulting from the policy or practice. More information about our programme of Equality Impact Assessments is given in Section 6.

To meet the public sector equality duty as specified in the Equality Act (Specific Duty) Regulations 2011, the Council must demonstrate that it provides clear information about the equality results it achieves. This requires the publication of data with regard to:

- Our workforce
- Our service provision
- Setting equality objectives with a focus on outcomes
- Our engagement with protected groups in setting our equality objectives

This Scheme sets out the Council's aims and objectives and the approach it will take towards achieving equality.

1.2 Human rights

Human rights are the basic rights and freedoms which belong to everyone. They are relevant to day-to-day life in protecting an individual's freedom to control their own life; effectively take part in decisions made by public authorities which impact upon their rights; and get fair and equal services from public authorities

The [Universal Declaration of Human Rights](#) is an international agreement on the rights and freedoms of all human beings, which was developed after the second World War. The [European Convention for the Protection of Fundamental Rights and Freedoms](#) embedded human rights principles within the European Union.

In 2000, the [Human Rights Act 1998](#) placed a legal duty on public authorities to ensure that their policies, programmes and services promote the safety and security of people. The Human Rights Act makes the European Convention enforceable in our courts and helps to promote greater unity and fairness through shared values. Human Rights Act obligations act as a lever to promote action by public authorities which ensures that the fundamental FREDA principles underpin equality work. These principles are: Fairness, Respect, Equality, Dignity and Autonomy.

1.2.1 Convention on the Elimination of All forms of Racial Discrimination

The [Convention on the Elimination of All Forms of Racial Discrimination](#) came into force in 1969 and underpins changes to national laws and policies which create or perpetuate racial discrimination, including indirect discrimination or unjustifiable disparate impact. The Convention outlaws practices such as the dissemination of ideas based on racial superiority or hatred, incitement to racial discrimination, acts of violence against any race or group of persons of another colour or ethnic origin, and assistance in such activities.

1.2.2 Convention on the Elimination of Discrimination Against Women

The [UN Convention on the Elimination of Discrimination Against Women](#) (CEDAW) defines what constitutes discrimination against women and sets the agenda for national action to end such discrimination. The UK government ratified the Convention in 1985 and makes periodic reports to the United Nations on progress made towards ending discrimination against women.

1.2.3 Convention on the Rights of Persons with Disabilities

More recently, the [United Nations Convention on the Rights of Persons with Disabilities](#), ratified by the UK in 2009, establishes disability as not only a social

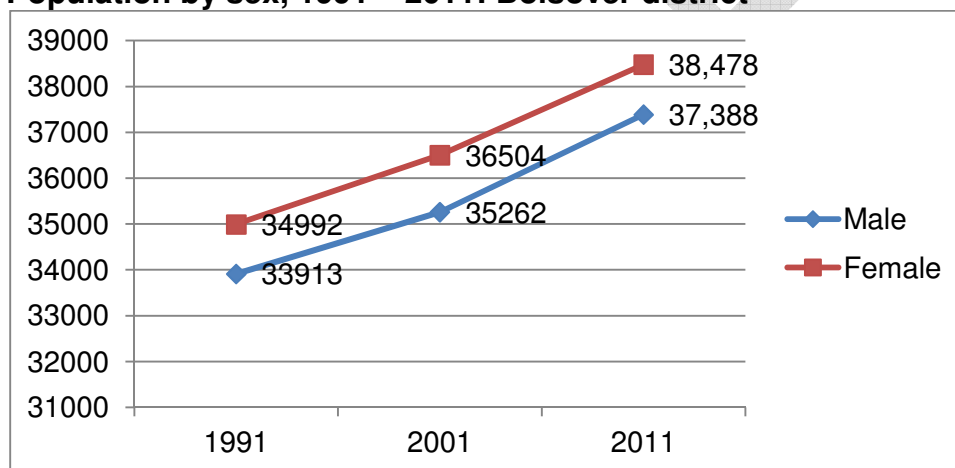
welfare matter but a human rights issue and matter of law. Its purpose is to promote, protect and ensure the full and equal enjoyment of all human rights and fundamental freedoms by all disabled people.

2. Profile of Bolsover District

Bolsover District lies in the north-east corner of Derbyshire and stretches between junction 28 and 30 of the M1 motorway. The district covers an area of 61.8 square miles (160 square kilometres) and has a rich environmental and cultural heritage. Our heritage includes sites of special scientific, geological and archaeological interest; conservation areas; scheduled Ancient Monuments such as Hardwick Hall, Bolsover Castle and Barlborough Hall; and Creswell Crags. The district also benefits from many areas of public open space, including seven countryside parks.

Since the 2001 Census, the district's population of 71,766 is estimated to have risen by 6% to 75,866 in 2011 (Census 2011). The chart below shows how the population has increased at the time of each Census since 1991, broken down by sex.

Population by sex, 1991 – 2011: Bolsover district



Source: ONS, Census 1991 - 2011 © Crown copyright

The area has historically had high levels of deprivation, low income and poor health outcomes associated with the former heavy industries. In 2007, Bolsover was ranked 55 out of 354 local authorities in the Indices of Deprivation (1 is most deprived, 354 is least deprived); by 2010, this had improved slightly to 58.

Public health data for 2010 - 2012 shows that life expectancy at birth for males in Bolsover is 77.9 years compared to 79.2 years for England and 82 years for females compared to 83 years for England (Health Profile 2014, Public Health England). This is an improvement since 2004 - 2006 when the life expectancy at birth was 75.9 years for males and 80.1 years for females in the district. The gender gap in life expectancy in the District is illustrated in section 3.1 on Age below.

The District has high levels of disability and long term ill health with 25% of the population stating that they experienced daily activity limitation, with those aged 65

and over experiencing the highest level of activity limitation overall. We also have high levels of unpaid care provided in the District.

Elected Members

Bolsover District Council is one of 8 district councils in the County of Derbyshire. The Authority has 37 elected members, representing 14 parishes and 20 wards, with a current distribution of 32 Labour, 3 Independent and 2 District Residents' Group. Since May 2000 the political management has been based on a Leader and Cabinet (Executive) structure, with all 7 members drawn from the controlling group. There are two female Members on the Executive.

The percentage of elected Members at Bolsover District Council who are female rose from 35% in May 2011 to 40.5% in January 2015. Nationally, in 2013 around one third (31.7%) of councillors were female (Census of Local Authority Councillors 2013, LGA and NfER, May 2014). The table below shows the percentage of elected Members at Bolsover since 2007 who are female.

Percentage of elected Members who are female

March 2007	33%
May 2011	35%
January 2015	40.5%

Corporate Plan 2015 - 2019

The Council sets out its high level strategic priorities in its Corporate Plan, which is refreshed every four years.

Our new Corporate Aims for 2015-2019 are:

- Unlocking our **growth** potential
- Providing our **customers** with excellent service
- Supporting our **communities** to be healthier, safer, cleaner and greener
- Transforming our **organisation**

Beneath these aims sit priorities and targets to deliver them. Promoting equality and diversity is a priority within *Providing our customers with excellent service* and this Scheme sets out the actions we plan to take to deliver this in Section 8. The Single Equality Scheme and delivery of its associated Action Plan is a key element in maintaining our achievement of the Customer Service Excellence standard.

3. Setting equality objectives: the evidence

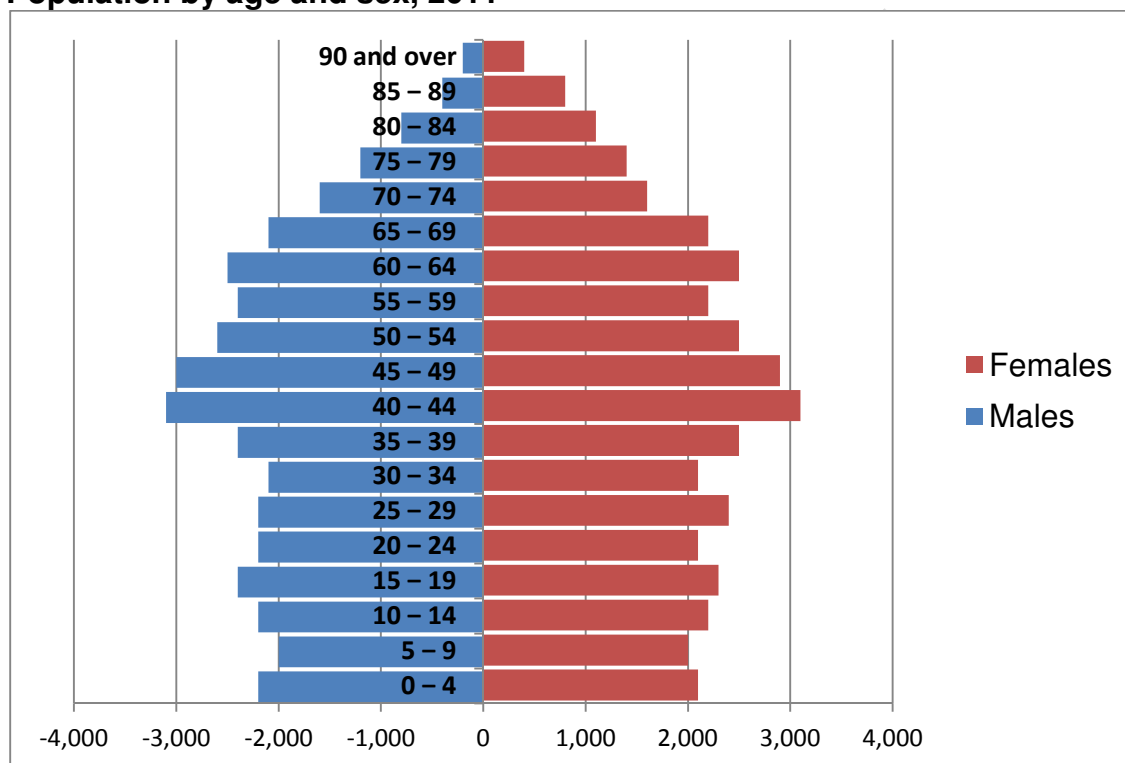
The following section draws together a range of data to provide insight into our community and inform our equality objectives. The information is analysed by protected characteristic and other relevant categories such as hate crime and socio-economic disadvantage. As more information from the Census and other sources about our ethnic minority groups is now available, this has been presented in this

Scheme. The key equality issues for Bolsover District remain disability and long term ill health and age.

3.1 Age

The histogram below shows the age distribution of the district's population by sex and illustrates the increasing numbers of women in the district who are living into very old age, compared to men.

Population by age and sex, 2011



Source: NOMIS / ONS, Census 1991 - 2011 © Crown copyright

The table below compares the numbers of people in the district who were aged 60 years or more in 2001 and 2011.

- In 2001, there were 17 people aged 100 years or more living in the district but in 2011, this number had reduced to 7
- During the same period, the number of people aged 95 - 99 years has doubled from 61 to 122
- The number of people aged 60 – 69 years has increased by 2164 but despite a small increase in those aged 70 – 75 years, overall the number aged 70 – 79 has decreased by 109.

People aged 60 years or more in 2001 and 2011, Bolsover District

Age	2001	2011
60-64	3709	5032
65-69	3513	4354
70-74	3155	3183

Age	2001	2011
75-79	2710	2601
80-84	1793	1904
85-89	895	1136
90-94	313	477
95-99	61	122
100+	17	7

Source: ONS, Census 2001 and 2011 © Crown Copyright

3.2 Disability and long term ill health

In the Census for both 2001 and 2011, Bolsover district ranked 4th out of all local authorities in England with the highest percentage of population rates of daily activity limitation.

18,777 persons or 25% of the population of Bolsover district declared that their day to day activities were limited. Of these:

- 13% declared that their day to day activities were limited a lot
- A further 12% stated that that their day to day activities were limited a little.

Bolsover district ranks 6th out of all local authorities in England for the percentage of the population providing unpaid care, when ranked by the total of all durations of care combined with duration specific categories.

- 2690 people were providing care for 50 hours per week or more
- 1490 people were providing care for 20 to 49 hours per week
- 5444 people were providing care for 1 to 19 hours per week.

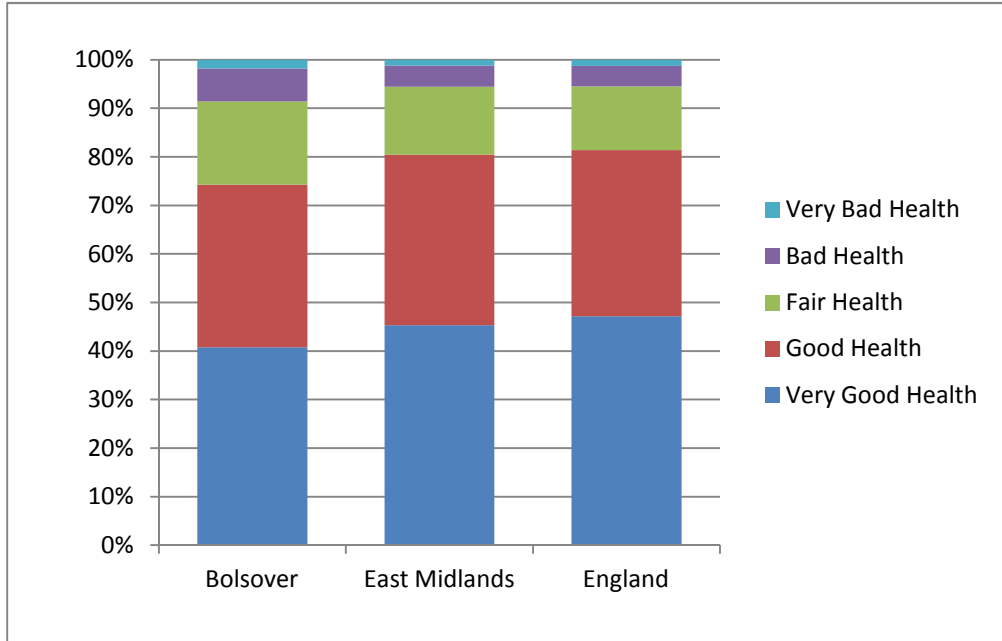
General Health

The Census collects data which gives an indication of the state of health and well being in the population. However, as the questions relating to general health in the Census 2011 were slightly different from those asked in 2001, it is not possible to give an accurate comparison with data from 2011.

- In 2001, 14% of the population of Bolsover district considered themselves to have poor health; with a further 27% describing their health as fair.
- In 2011, 9% of the population of Bolsover district considered themselves to have bad or very bad health, and a further 17% described their health as fair.

The chart below compares health status across Bolsover district, the East Midlands region and England and illustrates the higher levels of poor health in the district as a proportion of the total population.

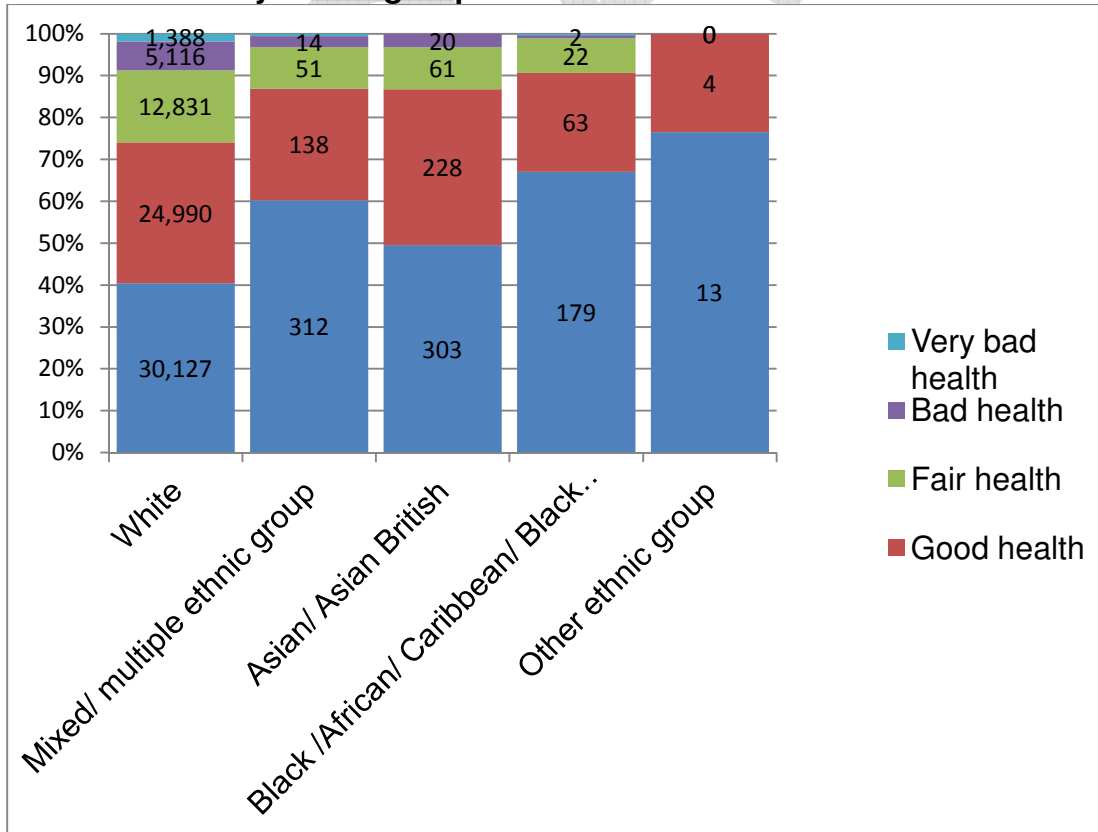
General Health



Source: ONS, Census 2011 © Crown copyright

The chart below shows data on general health analysed by ethnic group. This shows that while 90% of the White population considered that they had very good, good or fair health, the proportion of those with bad or very bad health was greater in this group than other ethnic groups.

General health by ethnic group



Source: ONS, Census 2011 © Crown copyright

Long term health problem or disability which limits daily activity

This section describes the health of the population of Bolsover district with regard to health problems or disabilities which limit daily activity.

Most people suffer periods of ill health at some time, but these are usually temporary problems that do not have a sustained effect on day to day activities, such as going to work or socialising with friends and family. However, some health problems and disabilities are long-lasting and reduce a person's ability to carry out the activities people usually do day-to-day and which most of us take for granted.

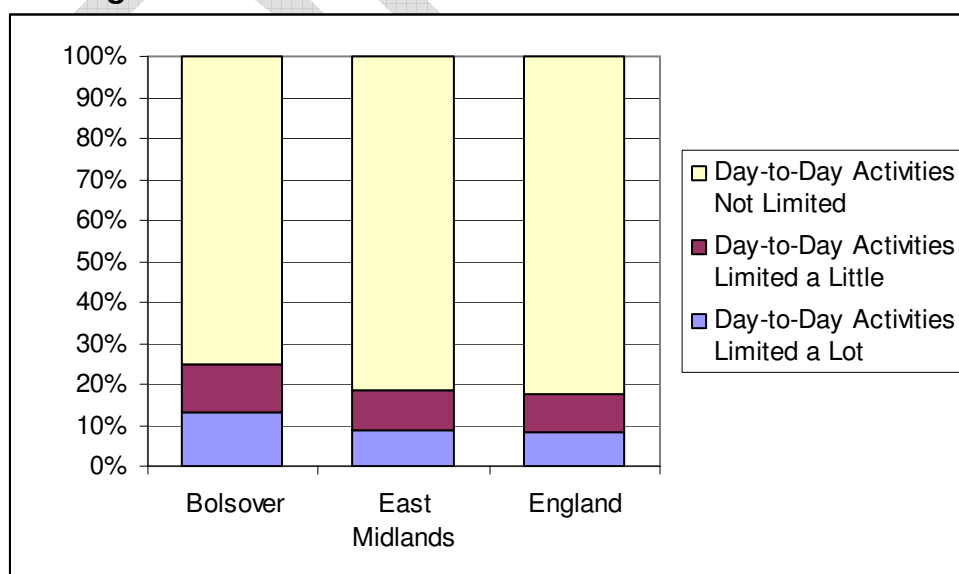
ONS, Disability in England and Wales, 2011 and Comparison with 2001
http://www.ons.gov.uk/ons/dcp171776_296871.pdf

In 2011, a similar question was asked on activity limitation to that in Census 2001, enabling us to consider change over time by comparison of prevalence between those dates.

- In Census 2001, 26% of the population of Bolsover district declared themselves to have an activity limiting long term illness.
- In Census 2011, 13% of the population of Bolsover district declared that their day to day activities were limited a lot with a further 12% stating that their day to day activities were limited a little.

As the chart below illustrates, levels of activity limitation were significantly higher in Bolsover district than the East Midlands region and England.

Long-Term Health Problem or Disability: Bolsover district, East Midlands region and England

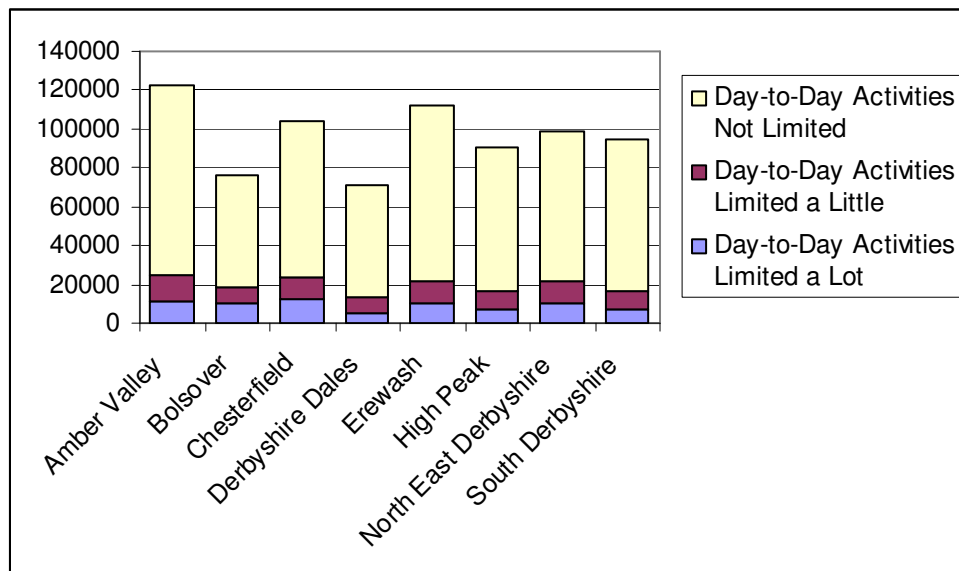


Source: ONS, Census 2011 © Crown copyright

In the Census for both 2001 and 2011, Bolsover district ranks 4th of all local authorities in England with the highest percentage rates of daily activity limitation.

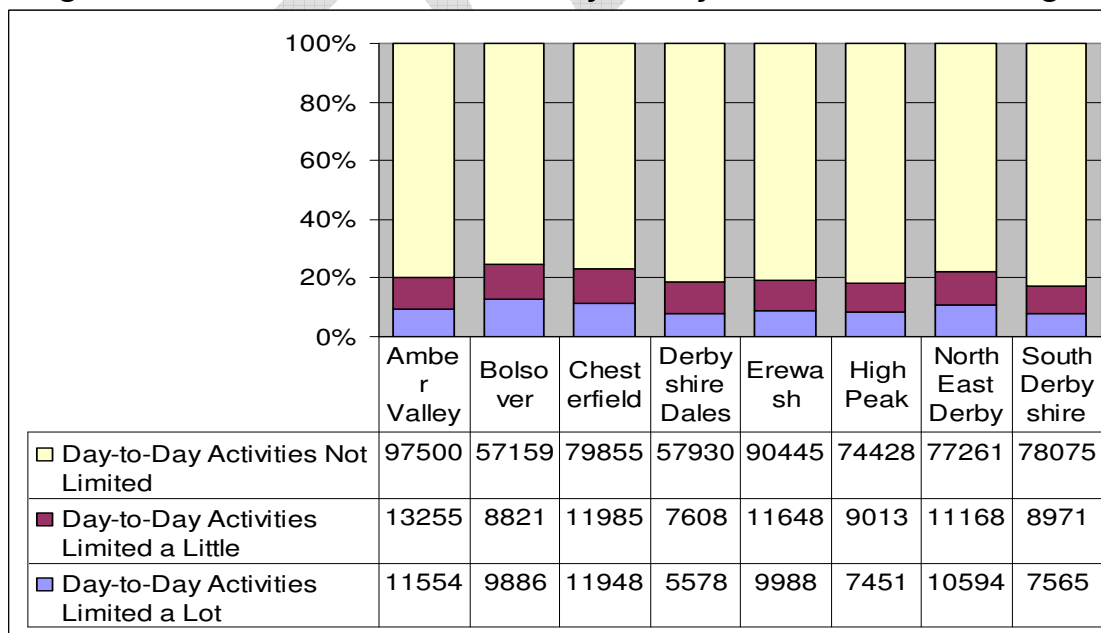
However, as the two charts below illustrate, a comparison of all Derbyshire district / borough council data shows that Amber Valley, Chesterfield and Erewash each had higher numbers of people with daily activity limitation.

Long-Term Health Problem or Disability: Derbyshire districts / boroughs



Source: ONS, Census 2011 © Crown copyright

Long-Term Health Problem or Disability: Derbyshire districts / boroughs



Source: ONS, Census 2011 © Crown copyright

The following table and chart show the extent of activity limitation in Bolsover district by age group.

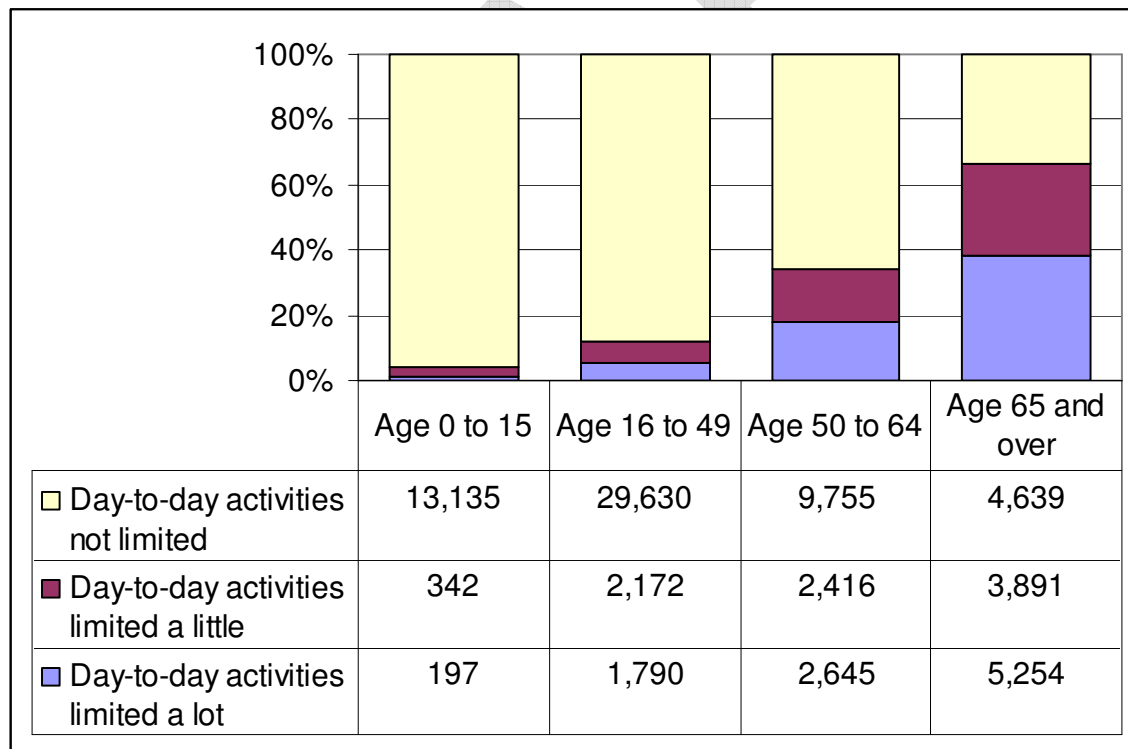
- In 2011, those aged 65 years or more experienced higher levels of activity limitation overall
- More than twice as many people aged over 65 were experiencing higher levels of activity limitation than those aged 50 – 64 years.

Activity limitation in Bolsover district by age group

Age	All categories: Long-term health problem or disability	Day-to-day activities limited a lot	Day-to-day activities limited a little	Day-to-day activities not limited
All categories: Age	75,866	9,886	8,821	57,159
Age 0 to 15	13,674	197	342	13,135
Age 16 to 49	33,592	1,790	2,172	29,630
Age 50 to 64	14,816	2,645	2,416	9,755
Age 65 and over	13,784	5,254	3,891	4,639

Source: NOMIS / ONS, Census 2011 © Crown copyright

Activity limitation in Bolsover district by age group



Source: NOMIS / ONS, Census 2011 © Crown copyright

Provision of unpaid care

A person is a provider of unpaid care if they look after or give help or support to family members, friends, neighbours or others because of long-term physical or mental ill health or disability, or problems related to old age. *This does not include any activities*

as part of paid employment. The data does not tell us whether the care is provided for a person within the household, nor does it tell us the nature of the care provided.

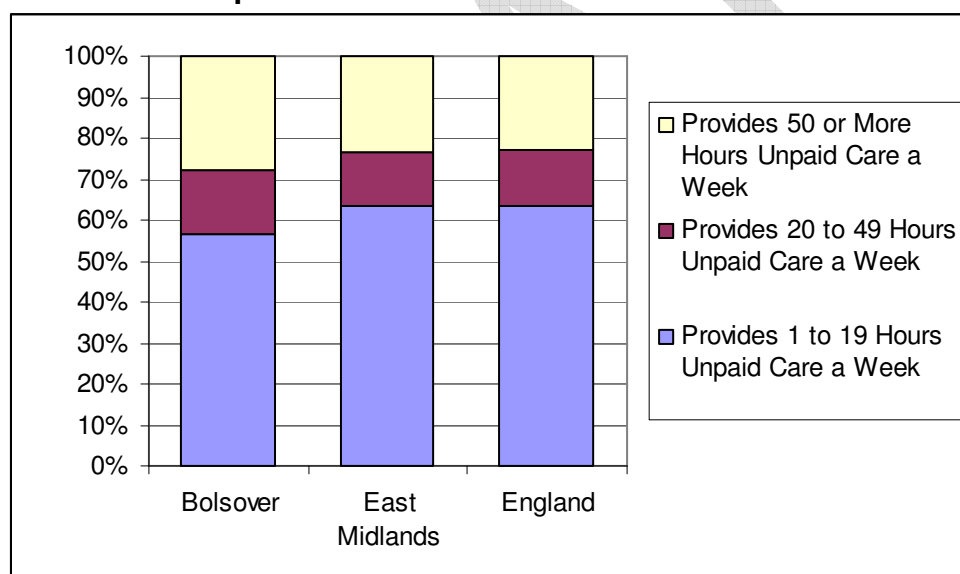
In England, in 2011, 5.43 million people provided unpaid care for someone else. Of these, around 3.12 million were females (58%) and around 2.29 million were males (42%), representing 11.8% of the total female population and 8.9% of the total male population in England.

The amount of unpaid care provided increased with increasing age, with those aged 50 to 64 providing the most care. This was also the age group with the greatest gender inequality with 24% of women aged 50 to 64 providing unpaid care, compared with 17% of men in the same age group.

In Bolsover District, 12.7% of the population provided unpaid care, compared to 10.8% in the East Midlands and 10.3% in England. As the chart below illustrates, levels of unpaid care for 50 hours or more per week were significantly higher (3.5%) in Bolsover district than the East Midlands (2.5%) region and England (2.4%).

- 2690 people were providing care for 50 hours per week or more
- 1490 people were providing care for 20 to 49 hours per week

Provision of unpaid care: 2011



Source: ONS, Census 2011 © Crown copyright

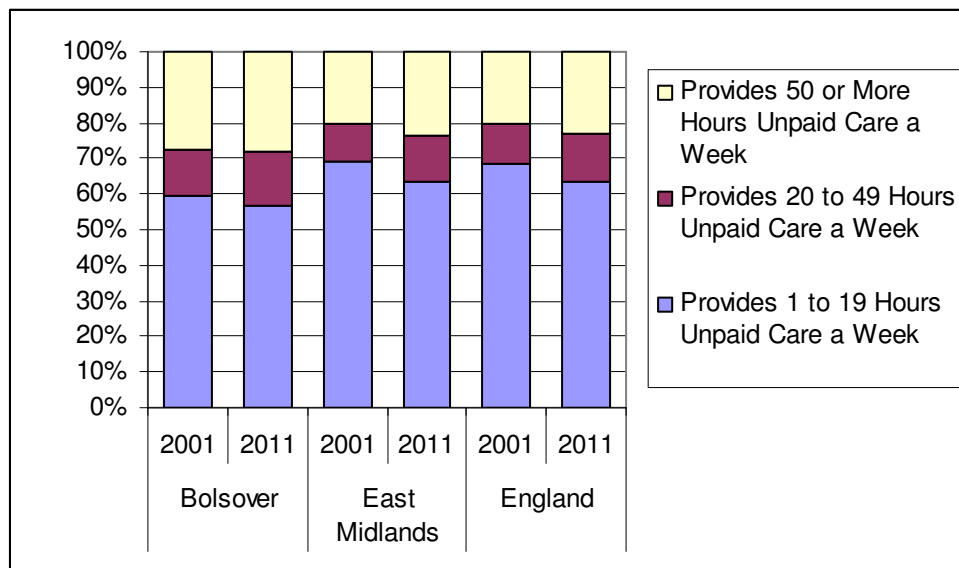
Bolsover district ranks 6th out of all local authorities in England for the percentage of the population providing unpaid care, when ranked by the total of all durations of care combined with duration specific categories.

<http://www.ons.gov.uk/ons/rel/census/2011-census-analysis/provision-of-unpaid-care-in-england-and-wales--2011/art-provision-of-unpaid-care.html>

However, comparison of all Derbyshire district / borough council data on unpaid care shows that Amber Valley, Chesterfield and North East Derbyshire all had higher numbers of carers.

The chart below compares the amount of time individuals spent providing unpaid care for someone else at district, regional and national levels for 2001 and 2011. Higher levels of unpaid care of 50 or more hours per week have increased across the population of England as a whole.

Provision of unpaid care at local, regional and national levels: 2001 and 2011



Source: ONS, Census 2011 © Crown copyright

In July 2009, Derbyshire County Council's electronic database for Social Services contained 8704 people who were identified as carers, of whom 170 were young carers. Estimates suggest that 70% of carers in Derbyshire are caring for people over the age of 65 years.

http://www.derbyshire.gov.uk/images/Completed%20EIA%20Joint%20Commisisioning%20Strategy%20Services%20for%20Carers%202009_tcm44-112361.doc

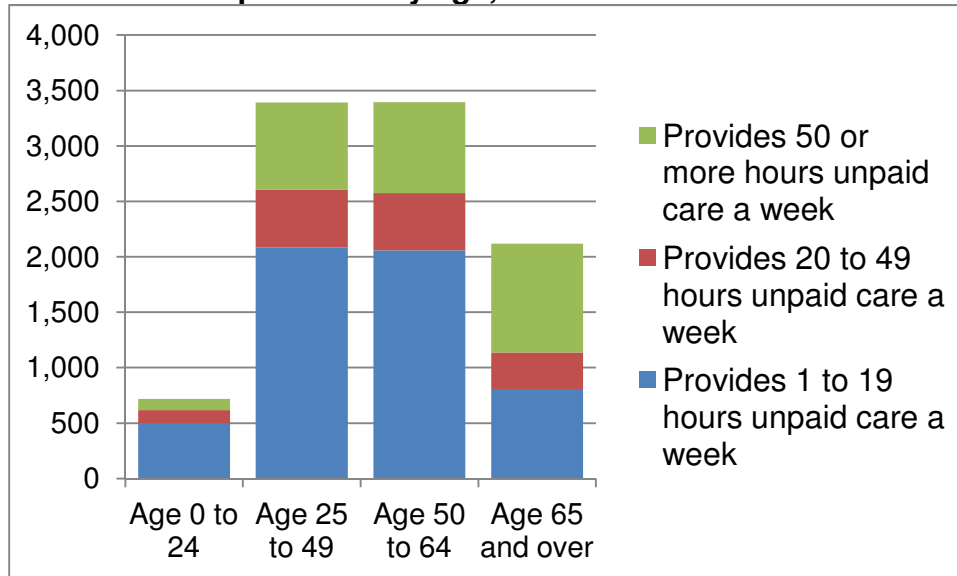
However, across the county the number of people receiving carers' services or assessments from Derbyshire County Council is significantly smaller than the number of people who identified themselves as carers in the Census responses (Draft Joint Strategic Needs Assessment, 2012 - 2013).

Provision of unpaid care by age, Bolsover District

Age	Provides 1 to 19 hours unpaid care a week	Provides 20 to 49 hours unpaid care a week	Provides 50 or more hours unpaid care a week
0 to 24	495	121	101
25 to 49	2,083	524	785
50 to 64	2,059	515	821
65 and over	807	330	982

Source: Census 2011 © Crown Copyright

Provision of unpaid care by age, Bolsover District

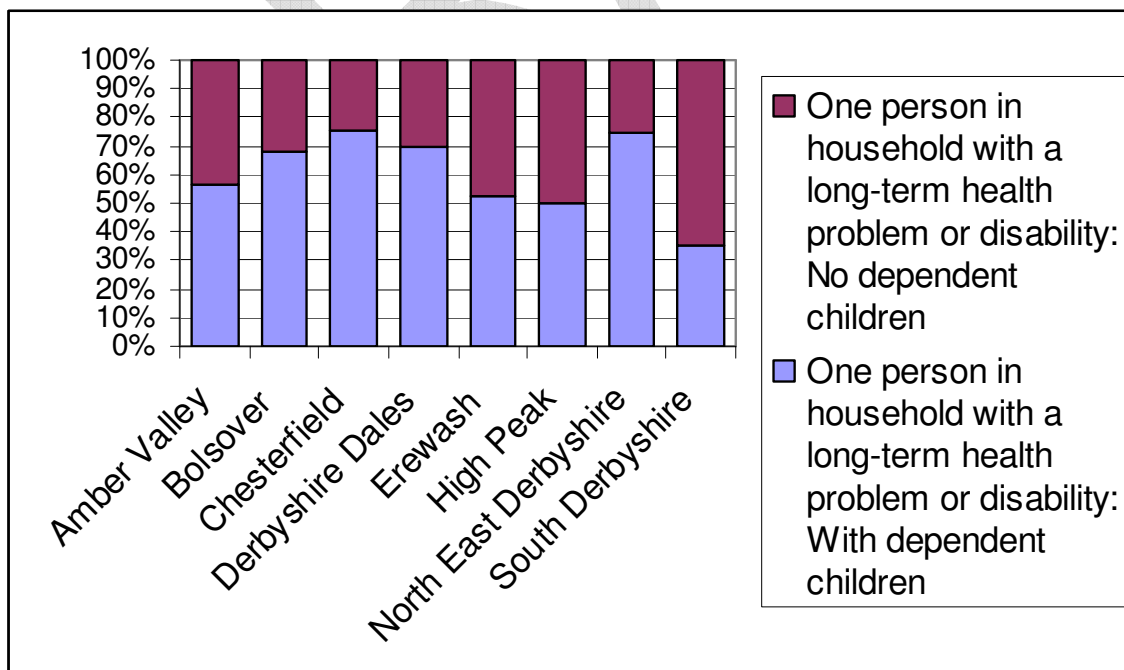


Source: Census 2011 © Crown Copyright

Adults not in employment and dependent children and persons with long-term health problem or disability

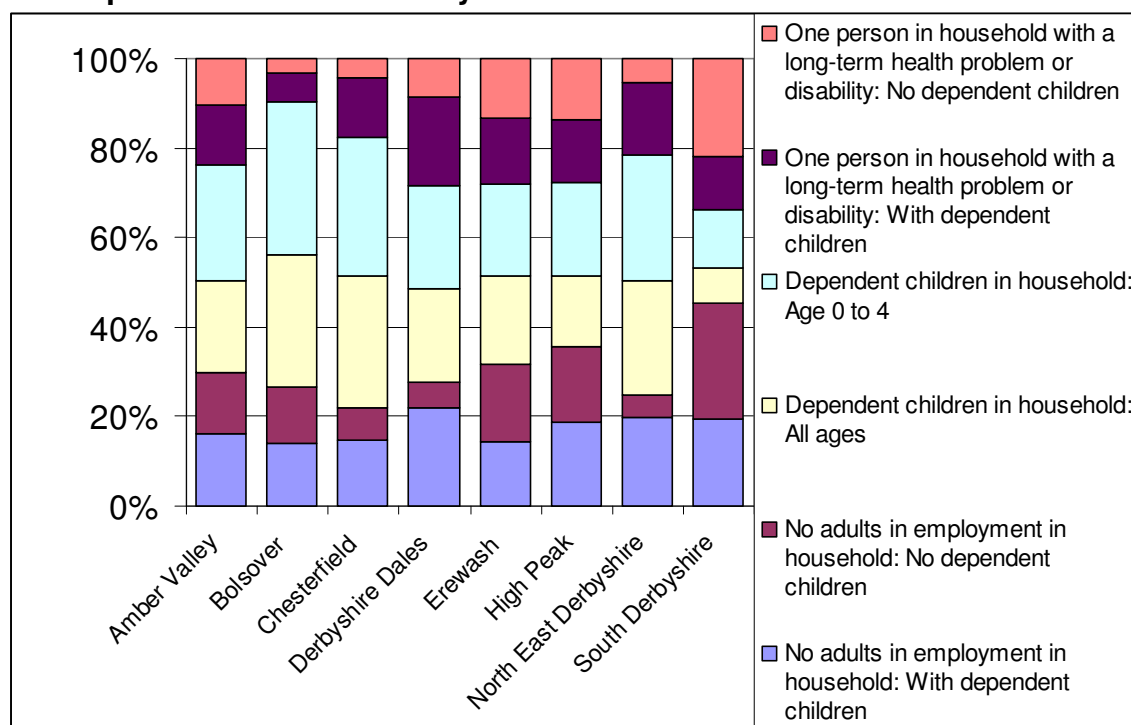
The Census gives an indication of the number of households where an adult is not in employment and which also have dependent children or an adult with ill health or disability.

Households with one person who has a long term health problem or disability and dependent children: Derbyshire



Source: ONS, Census 2011 © Crown copyright

Households with one person who has a long term health problem or disability and dependent children: Derbyshire



Source: ONS, Census 2011 © Crown copyright

Communal establishments

A communal establishment is one which provides managed residential accommodation. Communal establishments include sheltered accommodation as well as hotels and Bed & Breakfast accommodation. 600 persons were living in communal establishments in Bolsover district at the time of the Census 2011.

A detailed local Profile of Disability, Ill health and Care is available on the Council's website:

<http://www.bolsover.gov.uk/community-living/equality-diversity>

3.3. Gender

The resident population of Bolsover District is 49% male and 51% female.

Lone parents

According to Census 2011 data, there were 2194 lone parent households with dependent children in Bolsover district in 2011. Of these lone parents, 275 (12.5%) were male and 1919 (87.5%) were female.

The table below shows the numbers of lone parents by sex and by employment.

- 1222 (57.5%) lone parents were in employment
- 692 lone parents were in part-time employment, of whom 95% were female

- 76% of lone parents were in full-time employment were female
- 932 (42.5%) lone parents were not in employment, of whom the majority were female (80%).

Lone parents by sex and employment status, Bolsover district

Family status: Lone parents	Male lone parent: In part-time employment	Male lone parent: In full-time employment	Male lone parent: Not in employment	Female lone parent: In part-time employment	Female lone parent: In full-time employment	Female lone parent: Not in employment
2194	33	135	107	659	435	825

Source: Census 2011

Economic activity rates, working age population

The economic activity rates of the working age population are significantly lower for females living in the district (61.6%), compared to the East Midlands region (72.5%) and to Great Britain (71.8%).

Economic activity rates by percentage of working age population, Bolsover District, East Midlands and Great Britain, June 2014

	Bolsover (%)	East Midlands (%)	Great Britain (%)
Men	80.8	83.8	83.2
Women	61.6	72.5	71.8

According to the Low Pay Commission's 2014 report on the National Minimum Wage, 18.2% of jobs in Bolsover District are paid at National Minimum Wage compared to 6.4% of jobs in the East Midlands and 5% of jobs in England. This is the highest percentage rate of National Minimum Wage jobs anywhere in the country.

Despite accounting for 30% of all jobs, part-time workers held 60% of National Minimum Wage jobs, mainly in hospitality, retail and cleaning. The groups which contain a high proportion of National Minimum Wage jobs are women, young workers, older workers, disabled people, ethnic minorities, migrant workers and those with no qualifications. Low wages are linked to smaller employers, part-time work and gendered occupations.

https://www.gov.uk/government/uploads/system/uploads/attachment_data/file/288847/The_National_Minimum_Wage_LPC_Report_2014.pdf

The Council's Economic Development and Housing Strategy aims to promote equality of opportunity and diversity, ensuring that all groups can contribute to and benefit from economic growth and housing provision. It is likely that the outcomes of the Strategy will affect sections of the community in different ways by specifically targeting particular groups of individuals to overcome disadvantage and inequality, for example relating to economic participation or homelessness.

The data presented in the table below shows employment in the District by occupation.

Employment by occupation, Bolsover District, July 2013 - June 2014

	Bolsover (level)	Bolsover (%)	East Midlands (%)	Great Britain (%)
Soc 2010 major group 1-3	10,100	30.6	40.9	44.5
1 Managers, directors and senior officials	#	#	9.6	10.2
2 Professional occupations	#	#	18.2	19.9
3 Associate professional & technical	3,700	11.2	12.9	14.2
Soc 2010 major group 4-5	8,100	24.8	22.1	21.4
4 Administrative & secretarial	4,200	12.7	10.9	10.6
5 Skilled trades occupations	4,000	12.1	11.1	10.6
Soc 2010 major group 6-7	7,700	23.3	16.5	17.0
6 Caring, leisure and other service occupations	3,600	11.1	8.7	9.1
7 Sales and customer service occupations	4,000	12.2	7.7	7.8
Soc 2010 major group 8-9	7,000	21.3	20.5	17.1
8 Process plant & machine operatives	4,100	12.4	8.6	6.3
9 Elementary occupations	#	#	11.8	10.7

Source: NOMIS / ONS Annual population survey © Crown copyright
Sample size too small for reliable estimates

3.3i Transgender

Transgender is:

.. a very broad term to include all sorts of trans people. It includes cross dressers, people who wear a mix of clothing, people with a dual or no gender identity, and transsexual people. It is also used to define a political and social community which is inclusive of transsexual people, transgender people, cross-dressers (transvestites), and other groups of “gender-variant” people.

Whittle et al (2007: 58)

The Equality Act 2010 provides protection for a range of transsexual people who are proposing to undergo, are undergoing or have undergone the process of changing their sex. The Act further defines gender reassignment as a personal rather than medical process which may involve different stages, from change of name, title and/or appearance through to surgical intervention. To receive protection, the Act

does not require a person to be under medical supervision during the transition process nor does the process have to be irrevocable.

With regard to personal information, Section 22 of the Gender Reassignment Act 2004 states that:

It is an offence for a person who has acquired protected information in an official capacity to disclose the information to any other person.

The Council holds all data securely as required by the Data Protection Act 1998.

Although there is no firm data, estimates suggest that nationally, there are between 5000 – 6000 transsexual adults (Press for Change), which indicates that an estimated 6 adults in Bolsover district could be transsexual. More recent national data shows that people are transitioning at younger ages than previously.

The Council has strong links with local transgender groups, Derbyshire County Council's LGBT Group and Derbyshire Friend, which provided LGBT training for our staff.

We have a Transgender Policy which sets out how any member of staff wishing to transition will be supported to do so and Customer Service Standards which set out our commitment to treat everyone using Council services with dignity and respect.

3.3ii Violence against women and girls

All public authorities in Derbyshire are committed a multi-agency co-ordinated approach to tackling violence against women and girls. Data from Derbyshire Police for Derby city and Derbyshire county shows that from April 2011 – January 2013:

- 80% of victims of all recorded domestic violence offences were female
- 93% of all domestic violence victims were white
- 28% of all victims were aged 25 – 34 years; 4% were aged 55 and over and 5% were aged 17 years and under.

Domestic violence offences, outcomes & high risk referrals, April 2011 – January 2013

DV offences	4119
Positive outcome rate	58%
High risk referrals	417

Source: Derbyshire Police, Equality Information, April 2013

Rape offences and positive outcomes, April 2011 – January 2013

	2012-13	2011-2012
Rape offences	213	225
Positive outcome rate	24%	28%

Source: Derbyshire Police, Equality Information, April 2013

Derbyshire Police Equality Information is available from their website:

Specialist support services

Bolsover District Council has had a dedicated outreach service for men and women experiencing violence and abuse since 2005. We work closely with our partners to manage risk and safeguard those who are most vulnerable. We offer help with housing, benefits advice, parenting support and home security measures. We also offer The Freedom Programme, an awareness course for women who have experienced abuse.

The Council will seek to support any employee disclosing domestic abuse (for example flexible working, special leave, occupational health services, signposting to support services).

Derbyshire Domestic Violence and Sexual Abuse Service, offers refuge provision for men and women fleeing domestic abuse and has a range of specialist support services for men, women and children. DDVSAS offer a phone helpline and drop-in sessions for those seeking information, advice and support:

<http://www.ddvsas.org.uk>

Safeguarding training has been widely delivered to ensure the Council's frontline staff understand our responsibilities with regard to safeguarding vulnerable adults and children.

3.4 Race

Ethnic groups

In 2011, the largest ethnic group in Bolsover district was White British, which constitutes 96.3% of the population, with the second largest ethnic group being White Other at 1.8%. A further 0.8% of residents identified as Asian or Asian British; 0.7% as mixed / multiple ethnic groups and 0.4% Black African / Black Caribbean or Black British (Census 2011).

The table below shows the population of the District by ethnic group.

Population by ethnic group, Bolsover District

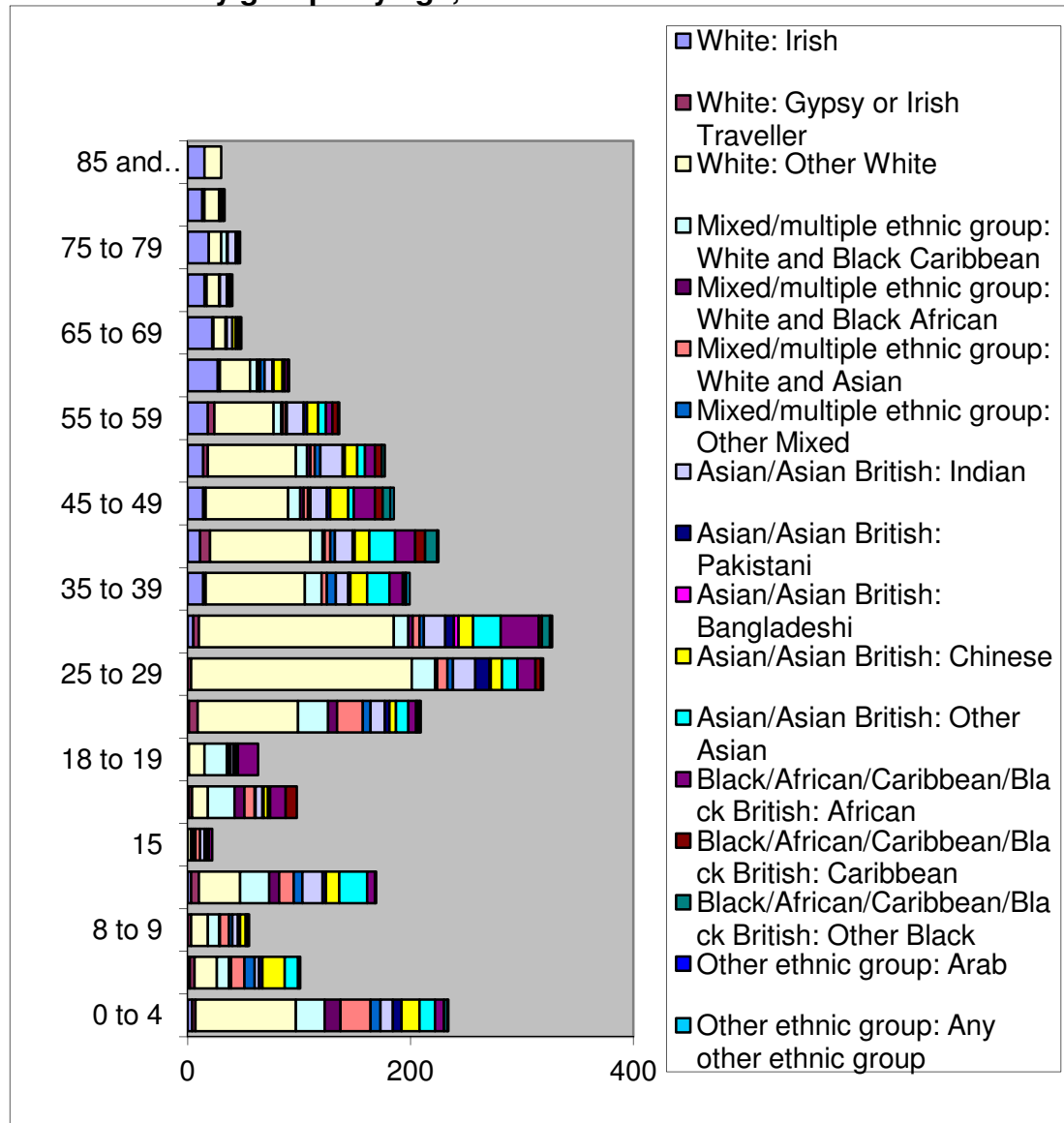
White British	White Other	Mixed / multiple ethnic groups	Asian / Asian British	Black / African / Caribbean / Black British	Other ethnic group
73058	1394	518	612	267	17
96.3%	1.8%	0.7%	0.8%	0.4%	0.0%

Source: ONS, Census 2011 © Crown copyright

Analysis of Census data gives an age profile of ethnic minority groups living in the District, showing that most are of working age. This is set out in the chart below.

- 373 people who identified as White other were aged 25 – 35 years; 90 children in this group were aged 0-4 years and 28 people were aged 80 years and over. 66 persons identified as Gypsy / Irish Traveller.

Ethnic minority groups by age, Bolsover District

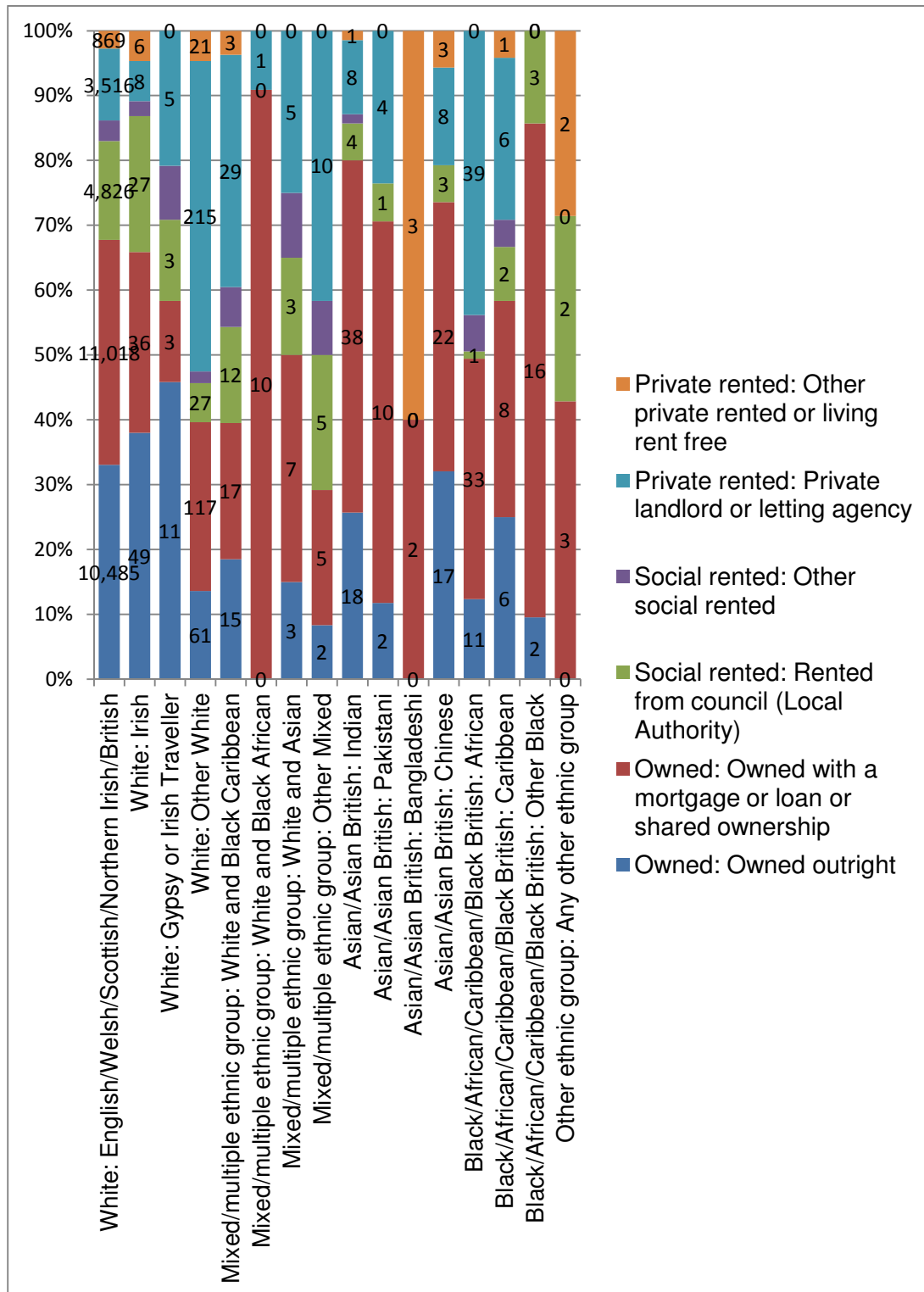


Source: ONS, Census 2011 © Crown copyright

Households by tenure by ethnic group

Almost 70% of households which defined themselves as White British were owner occupiers, with approximately a third owning their home outright. As the chart below illustrates, although only 449 households defined themselves as White Other, the majority of this group (215) were renting their home from a private landlord or letting agency compared to 3516 White British households.

Tenure by ethnic group



Source: NOMIS, Census 2011 © Crown copyright

Bolsover District - Passports held by age, 2011

	Age							
	0-15	16-24	25-34	35-49	50-64	65-74	75-84	85 +
United Kingdom	8112	6053	6774	13415	11378	5190	2344	516
Ireland	5	6	3	31	34	17	14	3
EU member countries in March 2001	17	18	24	66	34	14	14	2
EU Accession countries April 2001 - March 2011	115	66	247	124	63	1	1	2
Rest of Europe	3	1	12	6	1	0	0	0
North Africa	0	1	2	0	0	0	0	0
Central & Western Africa	0	1	15	8	0	0	0	0
South & Eastern Africa	9	12	33	20	18	1	0	0
Middle East	0	0	0	0	1	0	0	0
Eastern Asia	3	0	7	11	1	0	0	0
Southern Asia	7	8	28	10	10	1	0	0
South East Asia	9	5	26	23	5	0	0	0
Central Asia	0	0	0	0	0	0	0	0
North America & Caribbean	1	2	11	10	16	1	2	1
Central & South America	0	0	1	3	0	0	0	0
Antarctica & Oceania inc Australasia	1	0	3	8	2	0	0	0

	Age							
	0-15	16-24	25-34	35-49	50-64	65-74	75-84	85 +
No passport held	5392	1815	1507	3176	3253	2312	2130	1218

Source: Census 2011, NOMIS © Crown copyright

The Department for Work & Pensions collects data on new registrations for National Insurance numbers of adult overseas nationals entering the UK. The most recent data for Bolsover district (as shown in the table below) shows that while the number of new registrations increased by more than a third from 302 in 2011-12 to 446 in 2012-2013, they decreased in 2013-2014 to 385.

National Insurance No. registrations to adult overseas nationals entering the UK, 2002-2014: Derbyshire Districts/Boroughs

	2002-03	2003-04	2004-05	2005-06	2006-07	2007-08	2008-09	2009-10	2010-11	2011-12	2012-13	2013-14
Amber Valley	72	86	94	206	275	233	181	127	148	144	151	171
Bolsover	30	31	72	138	277	168	190	142	237	302	446	385
Chesterfield	121	153	155	260	263	278	201	157	207	138	146	173
Derbyshire Dales	45	70	104	227	230	217	160	93	99	74	81	97
Erewash	85	110	117	221	272	283	178	123	186	145	129	145
High Peak	58	76	124	174	247	248	190	150	147	113	116	121
North East Derbyshire	55	74	78	109	123	116	126	83	103	90	77	95
South Derbyshire	80	100	104	207	189	188	179	94	143	114	116	114

Source: DWP, August 2014

Electoral register

The Council has published nationality information drawn from the Council's Electoral Register. The information drawn from the current Register covering January to December 2015 is set out in the table below gives. However, this does not indicate when someone came to live in the area.

**NATIONALITY INFORMATION ON CURRENT ELECTORAL REGISTER -
Covering 9 January 2015 until 1 December 2015**

Area (and polling district)	Country/Nationality	Numbers
BARLBOROUGH WARD		
Barlborough (AA1)	Australia	1
	Britain/UK	2366
	Canada	1
	Czech Republic	1
	Germany	2
	Hungary	4
	India	6
	Ireland	7
	New Zealand	1
	Poland	1
	Romania	1
	South Africa	6
Sri Lanka	1	
Barlborough (AB1)	Britain/UK	93
BLACKWELL WARD		
Blackwell (Blackwell) (AC1)	Britain/UK	1025
	France	1
	Ireland	3
	Malaysia	0
	Poland	4
	Spain	1
	Sweden	1
Hilcote (AD1)	Britain/UK	356
	Netherlands	2
Newton (AF1)	Australia	1
	Britain/UK	1553
	France	1
	Germany	1
	Netherlands	1
	Ireland	1
South African	1	
Westhouses (AH1)	Britain/UK	507
	Germany	2
	Ireland	1
	Kenya	2
	Portugal	1
Poland	1	
BOLSOVER WARDS		
BOLSOVER NORTH WEST		
Bolsover North West (BB1) Shuttlewood	Britain/UK	729
	Czech Republic	1
	Italy	6

Bolsover North West (BC1) Stanfree	Britain/UK	434
	Germany	1
	Ireland	2
	Italy	2
Bolsover North West (BC2)	British	139
Bolsover North West (BD1)	Britain/UK	1201
	Czech Republic	1
	Latvia	5
	Lithuania	1
	Nigeria	1
	Poland	13
	Romania	4
	Slovakia	1
Sri Lanka	2	
Bolsover North West (BE1)	Britain/UK	424
	Czech Republic	2
	Ireland	1
BOLSOVER SOUTH		
Bolsover South (BF1)	Australia	1
	Britain/UK	2902
	Greece	1
	India	3
	Ireland	4
	Italy	11
	Pakistan	1
Slovakia	1	
Bolsover South (BH1)	Britain/UK	70
BOLSOVER WEST		
Bolsover West (BJ1)	Bangladesh	1
	Britain/UK	2564
	Germany	2
	Ireland	3
	Italy	4
	Latvia	3
	Lithuania	2
	Pakistan	1
	Poland	7
Spain	1	
Bolsover West (BJ2)	Britain/UK	336

CLOWNE WARDS		
Clowne North (CB1)	Britain/UK	3015
	Bulgaria	3
	Germany	2
	Hong Kong	1
	India	4
	Ireland	1
	Italy	6
	Jamaica	1
	Latvia	1
	Lesotho	1
	Malaysia	3
	Netherlands	3
	Poland	8
	Romania	4
	Spain	1
	Zambia	6
Zimbabwe	2	
CLOWNE SOUTH		
Clowne South (CC1)	Britain/UK	2844
	Canada	1
	France	2
	Germany	2
	Greece	1
	India	1
	Ireland	1
	Italy	2
	Poland	1
ELMTON WITH CRESWELL WARD		
Elmton with Creswell (DA1)	Britain/UK	4033
	Czech Republic	3
	Denmark	1
	France	2
	Germany	4
	Greece	3
	Hungary	2
	Ireland	3
	Italy	2
	Lithuania	4
	New Zealand	2
	Pakistan	1
	Poland	65
	Slovakia	1
	Spain	1
	Sri Lanka	1
Sweden	1	
Elmton with Creswell Hodthorpe (DC1)	British	503
	Germany	1

	Poland	1
	South Africa	1
Pinxton Ward		
Pinxton (EA1)	Australia	1
	Britain/UK	3305
	Cypriot	1
	Czech Republic	2
	Hong Kong	2
	Hungary	4
	Ireland	1
	Latvia	1
	Poland	17
	Portugal	1
	Slovakia	2
	Sweden	1
PLEASLEY WARD		
Pleasley EC1	Britain/UK	866
	Canada	1
	Malaysia	2
	Netherlands	1
	Poland	2
	Slovakia	1
	Spain	2
	Zambia	1
New Houghton EC2	Britain/UK	941
	Gambia	1
	Latvia	2
	Poland	10
	Slovakia	3
Glapwell (ED1)	Britain/UK	1157
	France	1
	Greece	3
	Poland	7
	Portugal	1
SCARCLIFFE WARD		
Scarcliffe Village (FB1)	Britain/UK	300
	New Zealand	1
	Spain	1
Hillstown (FC1)	Britain/UK	723
Palterton (FD1)	Britain/UK	282
	Ireland	1
	Poland	1
Langwith (FJ1)	Britain/UK	952
	France	1
	New Zealand	1
	Poland	7

Whaley Thorns (FL1)	Britain/UK	878
	Cameroon	1
	Germany	1
	Ireland	2
	Poland	20
SHIREBROOK WARDS		
SHIREBROOK EAST		
Shirebrook East (GB1)	Britain/UK	1015
	Canada	2
	France	1
	Germany	1
	India	2
	Poland	69
	Romania	1
	Slovakia	2
	Sweden	1
SHIREBROOK LANGWITH		
Shirebrook Langwith (GC1)	Britain/UK	805
	Lithuania	2
	Poland	6
	Slovakia	4
Langwith Junction (FM1)	Britain/UK	586
	Ireland	2
	Lithuania	1
	Poland	8
	Slovakia	1
Recreation Road (FP1)	Britain/UK	185
	Poland	2
	Romania	1
SHIREBROOK NORTH WEST		
Shirebrook North West (GD1)	Belgium	1
	Britain/UK	1607
	Canada	2
	Czech Republic	1
	Ireland	3
	Latvia	1
	Poland	39
	Slovakia	4
	Zimbabwe	1

SHIREBROOK SOUTH EAST		
Shirebrook South East (GF1)	Austria	1
	Britain/UK	1449
	Cyprus	3
	Czech Republic	2
	Ireland	1
	Latvia	7
	Lithuania	16
	Poland	127
	Slovakia	11
SHIREBROOK SOUTH WEST		
Shirebrook South West (GJ1)	Britain/UK	1842
	Czech Republic	1
	Fiji	1
	France	1
	Hungary	3
	Lithuania	6
	Pakistan	1
	Poland	82
	Slovakia	3
SOUTH NORMANTON WARDS		
South Normanton East (HA1)	Britain/UK	1697
	Czech Republic	1
	Denmark	1
	Germany	1
	India	3
	Italy	1
	Jamaica	1
	Latvia	1
	Lithuania	1
	Netherlands	2
	Poland	14
	Romania	3
	Seychelles	1
	Slovenia	1
	South Africa	1
Zimbabwe	2	

South Normanton East – Part 2 (HB1)	British/UK	1610
	France	1
	Germany	1
	India	1
	Ireland	3
	Lithuania	2
	New Zealand	1
	Nigeria	1
	Poland	12
	Slovakia	1
South Africa	1	
SOUTH NORMANTON WEST		
South Normanton West (HC1)	Belgium	1
	Britain/UK	3544
	France	1
	Germany	3
	Greece	2
	Hungary	4
	Ireland	7
	Italy	4
	Kenya	2
	Latvia	1
	Netherlands	5
	Poland	30
	Portugal	1
	Romania	3
	Slovakia	3
Sri Lanka	1	
Zimbabwe	4	
Pinxton Broadmeadows (HF1)	Britain/UK	972
	Ireland	1
	Italy	1
	Latvia	1
	Poland	8
	Slovakia	1
Spain	2	
TIBSHELF WARD		
Tibshelf (KA1)	Britain/UK	1369
	Bulgaria	1
	Hungary	1
	Ireland	2
	Netherlands	1
	Poland	10
	South Africa	1
Zimbabwe	1	

Tibshelf (KB1)	Britain/UK	1517
	Cyprus	1
	Germany	2
	Greece	1
	Ireland	1
	Poland	4
	Portugal	2
	Slovakia	3
	South Africa	3
Ault Hucknall (Stainsby) (KC1)	Britain/UK	113
Ault Hucknall (Bramley Vale) (KD1)	Britain/UK	665
	Czech Republic	1
	Germany	1
	Ireland	3
	Latvia	2
	Mauritius	1
	Pakistan	1
	Poland	1
Spain	1	
Ault Hucknall (Hardstoff) (KF1)	Britain/UK	181
	Denmark	1
WHITWELL WARD		
Whitwell (LA1)	Britain/UK	2201
	France	3
	German	1
	Ireland	3
	Netherlands	1
	Nigeria	1
	Poland	3
Whitwell (Bakestone Moor) (LB1)	Austria	1
	Britain/UK	847
	Canada	1
	Germany	1
	Ireland	1
	Italy	1
	Poland	1
	Spain	1

Electorate information by nationalities on the 2015 electoral register

Ranking	Country	Numbers registered
=28	Australia	4
=34	Austria	2
=37	Bangladesh	1
=34	Belgium	2
1	Britain/UK	56,703
=21	Bulgaria	6
=37	Cameroon	1
19	Canada	8
=24	Cyprus	5
=12	Czech Republic	16
=32	Denmark	3
=37	Fiji	1
14	France	15
=37	Gambia	1
7	Germany	30
=16	Greece	11
=32	Hong Kong	3
10	Hungary	18
9	India	20
3	Ireland	58
5	Italy	40
=34	Jamaica	2
=28	Kenya	4
8	Latvia	25
=37	Lesotho	1
6	Lithuania	35
=24	Malaysia	5
=37	Mauritius	1
=12	Netherlands	16
=21	New Zealand	6
=28	Nigeria	4
=24	Pakistan	5
2	Poland	581
=21	Portugal	6
11	Romania	17
=37	Seychelles	1
4	Slovakia	42
=37	Slovenia	1
15	South Africa	14
=16	Spain	11
=24	Sri Lanka	5
=28	Sweden	4
20	Zambia	7
18	Zimbabwe	10

Trends over last 8 years

	9/1/15	17/2/14	16/10/12	1/12/11	1/12/10	1/12/09	1/12/08	1/12/07
Australia	4	7	5	4	5	4	6	4
Austria	2	2	3	3	2	1	3	2
Bangladesh	1	1	1	1	0	0	0	0
Belgium	2	2	2	3	4	2	2	2
Britain/UK	56,703	57,632	57,133	56,961	57,440	58,742	59,153	58,745
Bulgaria	6	2	3	1	2	1	0	0
Cameroon	1	1	1	1	0	0	0	0
Canada	8	7	8	10	11	9	7	4
Cyprus	5	5	3	2	3	7	5	5
Czech Republic	16	13	9	6	7	10	10	10
Denmark	3	2	3	3	4	5	5	5
Estonia	0	1	0	0	0	0	1	0
Fiji	1	1	0	0	0	0	0	0
France	15	13	12	14	11	10	9	8
Gambia	1	0	0	0	1	1	2	1
Germany	30	30	23	25	27	22	22	19
Ghana	0	0	1	1	1	0	0	0
Greece	11	9	8	8	9	9	6	5
Hong Kong	3	4	3	2	2	0	0	0
Hungary	18	11	10	3	7	11	16	5
India	20	14	18	21	24	12	23	17
Ireland	58	53	52	48	41	20	79	51
Italy	40	41	42	42	42	44	44	39
Jamaica	2	2	2	2	2	2	2	0
Kenya	4	3	5	6	4	4	4	1
Latvia	25	22	11	9	1	1	3	3
Lesotho	1	1	1	0	0	1	1	0
Lithuania	35	36	9	6	6	4	2	2
Malawi	0	0	0	0	0	0	1	0
Malaysia	5	5	3	1	1	0	0	0
Malta	0	1	1	1	1	0	1	1
Mauritius	1	1	1	1	1	1	2	0
Netherlands	16	17	14	12	15	17	16	16
New Zealand	6	5	5	3	3	3	3	1
Nigeria	4	4	4	7	8	5	8	4
Pakistan	5	5	4	5	1	1	5	1
Poland	581	515	279	258	239	205	202	102
Portugal	6	7	4	4	4	2	3	3
Romania	17	13	8	2	5	6	2	1
Samoa	0	0	0	0	0	0	0	1
Seychelles	1	1	1	1	1	0	0	0
Slovakia	42	27	24	17	14	11	8	5
Slovenia	1	1	1	1	1	1	1	1
South	14	13	12	12	20	25	40	19

Africa								
Spain	11	10	10	9	11	7	7	5
Sri Lanka	5	7	4	8	12	7	5	5
St Lucia	0	0	0	0	0	0	1	0
St Vincent and Grenada	0	0	1	1	1	0	0	0
Sweden	4	5	6	6	4	2	1	1
Trinidad	0	0	0	0	0	0	1	0
Zambia	7	9	5	4	4	0	1	1
Zimbabwe	10	10	9	3	8	7	13	8

Trends appearing in this year's newly published register are increases from Eastern Europe. The biggest increases are for Poland (+66); Slovakia (+15); Hungary (+7).

The top 10 on our electoral register are

1. Britain/UK
2. **Poland**
3. Ireland
4. **Slovakia**
5. Italy
6. Lithuania
7. Germany
8. Latvia
9. India
10. **Hungary**

Derbyshire has a Gypsy Traveller community with its own representative group, the Derbyshire Gypsy Liaison Group, and a distinct and separate Showmen itinerant community, which consists of family businesses providing equipment for fairs and festivals across the country and throughout the year. The data shows the type of accommodation in which our Gypsy and Irish Traveller communities were living at the time of the Census 2011.

Bolsover District - Gypsy and Irish Traveller community: Accommodation type

Total: Accommodation type	House or bungalow	A flat, maisonette or apartment	A caravan or other mobile or temporary structure
24	16	5	3

Source: Census 2011

3.5 Religion or Belief

Human rights and anti-discrimination laws underpin each person's right to hold their own religious belief or other philosophical belief similar to a religion. People also have the right to have no religion or belief.

Generally, a belief should affect an individual's life choices or the way they live, for it to be included in the definition. For example, humanism and atheism are protected philosophical beliefs but political beliefs would not be protected.

The Equality Act 2010 protects people's rights to hold religious beliefs and to be treated fairly, whatever their religion or belief, but does not ban anything to do with religious celebration. This means that people remain free to take part in religious celebrations such as Christmas, Diwali, Eid or Chanukah.

It is difficult to gain a clear picture of religion and belief across the population as data only refer to broad identity or religious affiliation to particular faiths, and not to the extent of belief or practice. The most reliable data is drawn from the Census.

The question on religion was the only voluntary question in the 2011 census; 7.2% of people in England and Wales chose not to answer the question.

Between 2001 and 2011, there was an overall decrease in the numbers of people who identified as Christian in England in Wales from 71.7% to 59.3% with an increase in those reporting no religion from 14.8% to 25.1%.

In 2011, 65% of Bolsover district residents were Christian compared to 78.1% in 2001; 27% had no religious belief compared to 12.6% in 2001; and 7% did not state any religion compared to 8.8% in 2001. The largest groups within the Other religion category in 2011 were Pagan (105 people), Spiritualists (69) and Wiccans (20).

20,507 persons stated that they had no religion. Of these, 22 persons stated that they were agnostic; 31 stated that they were atheist; and 4 stated that they were humanist.

The table below compares Census data from 2001 with 2011.

Religion or belief, Bolsover District 2001 and 2011

	2001	2011
Christian	56018	49447
Buddhist	48	115
Hindu	57	81
Jewish	16	29
Muslim	65	146
Sikh	86	104
Other religion	104	261
No religion	9052	20507
Religion not stated	6320	5176

3.6 Sexual Orientation

There are no reliable figures for the lesbian, gay and bisexual community in the UK as no national survey has attempted to capture this information. Stonewall, a national organisation which represents lesbian, gay and bisexual people, estimates that between 5-7% of the population are lesbian, gay or bisexual.

Although there was no specific question in the Census 2011 relating to an individual's sexual orientation, some data is available with regard to civil partnerships and same sex households.

- In 2011, there were 44 same sex households in Bolsover district; compared to 58 in 2001
- In 2011, 488 persons stated that they were living as a same-sex couple household, either as registered civil partners or as co-habitees.

Civil partnerships were introduced in 2005 so there is no comparable data in any previous Census.

- In Census 2011, 44 persons in Bolsover district declared themselves to be in a registered civil partnership
- Asked about marital status, 176 persons identified themselves as being in a civil partnership (0.3% of all respondents).

Household types

The table below draws on Census data for household types in Bolsover district.

- There were 95 households with same sex civil partnership couples, 68 of which had no dependent children.
- Of the 17 same sex civil partnership couples with children, 6 had one dependent child and 18 had two or more dependent children. A further 3 couples had non-dependent children.

One family, same sex civil partnership couple	No.
No Children	68
One Dependent Child	6
Two or More Dependent Children	18
All Children Non-Dependent	3
Total	95

Source: ONS, Census 2011 © Crown copyright

Living arrangements: usual residents aged 16 years or over by type of household

- 61577 persons aged 16 years and over living in households
- 48% are married couples and 14% are co-habiting couples

Living arrangements	No. of residents aged 16 and over in households
Living in a couple: Married	29680
Living in a couple: Cohabiting (opposite-sex)	8394
Living in a couple: In a registered same-sex civil partnership or cohabiting (same-sex)	488
Not living in a couple: Single (never married or never registered a same-sex civil partnership)	12603
Not living in a couple: Married or in a registered same-sex civil partnership	528
Not living in a couple: Separated (but still legally married or still legally in a same-sex civil partnership)	1272
Not living in a couple: Divorced or formerly in a same-sex civil partnership which is now legally dissolved	4072
Not living in a couple: Widowed or surviving partner from a same-sex civil partnership	4540

Source: ONS, Census 2011 © Crown

3.7 Hate crime and harassment

According to the Crown Prosecution Service, almost 85% of hate crime prosecutions now result in a conviction (CPS, 7th Hate Crimes and Crimes against Older People Report, October 2014). In January 2012, we saw the first successful prosecution nationally for a hate crime on grounds of sexual orientation in Derby, which demonstrated how a multi-agency co-ordinated approach to hate crime can encourage both reporting and positive outcomes for victims (Derbyshire Friend, 2013).

The following data is taken from Derbyshire Police and includes data from Derby city as well as the Derbyshire administrative county. Please note that data for 2012-2013 is for part of the year to December 2012.

Racial and religiously motivated offences, April 2011-December 2012

2012-2013	2011-2012	% Change	% Positive outcome
301	346	-13%	61%

Source: Derbyshire Police, Equality Information, April 2013

Hate incident data, April 2011-December 2012

Race		Religion		LGBT		Disability	
2012-2013	2011-2012	2012-2013	2011-2012	2012-2013	2011-2012	2012-2013	2011-2012
408	439	9	9	84	81	28	17

Source: Derbyshire Police, Equality Information, April 2013

Third party reporting is made available via the Stop Hate helpline service. The data shows that most contacts were made as a result of disability related (41%) and racially motivated (29%) hate incidents with very small but not insignificant numbers on grounds of gender identity (2%) and age (2%).

Stop Hate contacts April 2011 – December 2012 by hate motivator

Hate motivation	No.	%
Disability	43	41%
Race or nationality	31	29%
Sexual orientation	10	9%
Other/ non-hate	9	8%
Religion, faith or belief	8	8%
Gender identity	3	3%
Age	2	2%
Total hate motivations	106	
Total with multiple motivations	14	

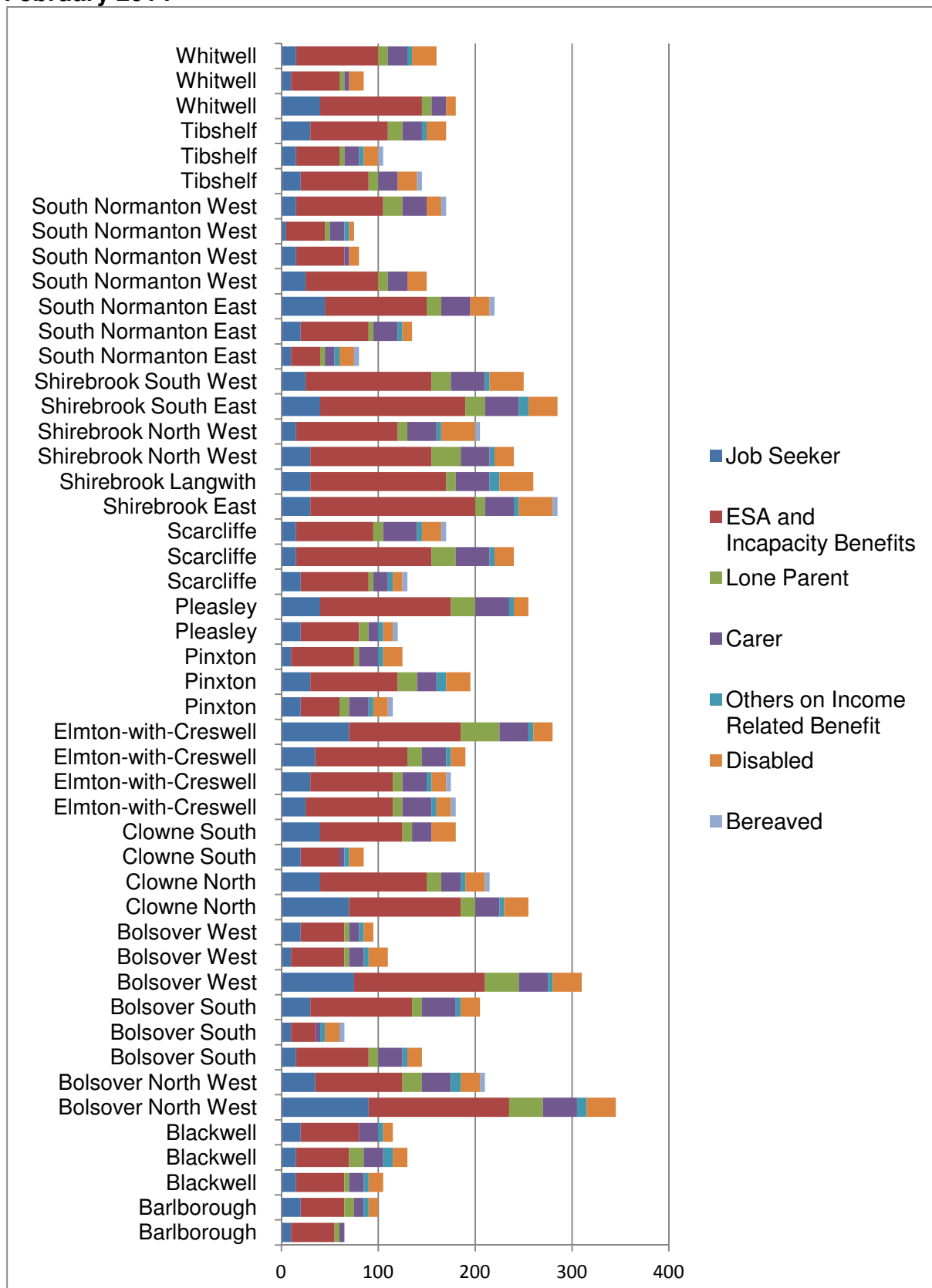
Source: Derbyshire Police, Equality Information, April 2013

3.8 Socio-economic disadvantage

The chart below shows the working age claimant count in February 2014 for small areas within electoral wards known as lower super output areas, by the type of social security benefit claimed. This illustrates the relatively low levels of unemployment across most of the District compared with higher levels of incapacity due to ill health and/or disability.

It should be noted that some claims relate to in-work benefits as well as out of work benefits - for disability or care responsibilities, for example. It is impossible to distinguish these from this data.

Working age claimant count by lower super output area, Bolsover District, February 2014



Source: DWP Information, Governance and Security Directorate © Crown copyright

Child poverty estimates produced by Derbyshire County Council's Public Health team in 2014 show how low incomes impact on local children. The table below analyses these estimates at electoral ward level.

Child poverty estimates by ward, Bolsover District

Local Authority	Ward	Number of children	% of children
Bolsover	Barlborough	46	6
Bolsover	Blackwell	107	12
Bolsover	Bolsover North West	291	30
Bolsover	Bolsover South	102	14
Bolsover	Bolsover West	165	21
Bolsover	Clowne North	174	21
Bolsover	Clowne South	54	8
Bolsover	Elmton-with-Creswell	436	32
Bolsover	Pinxton	183	21
Bolsover	Pleasley	171	23
Bolsover	Scarcliffe	234	27
Bolsover	Shirebrook East	86	23
Bolsover	Shirebrook Langwith	114	27
Bolsover	Shirebrook North West	221	39
Bolsover	Shirebrook South East	186	34
Bolsover	Shirebrook South West	90	16
Bolsover	South Normanton East	159	15
Bolsover	South Normanton West	159	13
Bolsover	Tibshelf	168	15
Bolsover	Whitwell	105	13
		3,251	

4. Workforce

Monitoring of employment policies

The Council currently has a number of ways it monitors the effects of its policies on employees which are co-ordinated by the Human Resources & Payroll Department. The authority undertakes equalities monitoring at all stages of the employment process. This is achieved through methods such as employee surveys and exit questionnaires. Monitoring information is collected for gender; ethnicity; disability; age; sexual orientation; and religion or belief.

The Council's performance on equality issues with regard to employment practices is reported to the Union / Employer Consultation Committee each quarter. The report gives statistical data on the following:

- Job applicants
- Shortlisted candidates
- Successful candidates
- Workforce monitoring
- Training and development
- Discipline
- Grievances (including harassment and bullying)
- Labour turnover
- Voluntary leavers
- Dismissals
- Redundancy
- Ill health retirements
- Efficiency of service.

In addition, annual monitoring takes place on pay decisions relating to appointment within grades.

Bolsover District Council was proud to become a Living Wage Employer in 2013. We have consistently achieved the Investors in People standard, investing in learning and development opportunities to equip our workforce with the skills and knowledge to deliver excellent public services and policies which support their work / life balance.

We publish an annual Workforce Profile which collates the detailed equalities monitoring data we collect about our employees and in recruitment, selection and appointment processes. Our Workforce Profile is available as part of our Equality Information in the Equality and Diversity section of our website:
<http://www.bolsover.gov.uk/community-living/equality-diversity>

In accordance with legal requirements we also publish details of our Senior Pay:
<http://www.bolsover.gov.uk/your-council/data-transparency?highlight=WyJzZW5pb3liLCJwYXkiLCJzZW5pb3lgcGF5II0=>

5. Customer service, engagement and involvement

Equality Impact Assessment

The Council maintains its focus on Equality Impact Assessment of relevant policies and plans as a tool to identify any adverse impact on our employees and residents. The impact assessment process is an important driver for improving our services and actions to achieve these improvements are incorporated into service plans. An internal reference group ensures that our assessments are robust and we take the opportunity to consult more widely with the Equality Panel and stakeholders as required.

As part of our approach within our Strategic Alliance with North East Derbyshire District Council, we have streamlined impact assessment processes and documentation to support joint services and reducing the volume of EIAs by taking a proportionate approach. Joint Equality Impact Assessment template and guidance are available to staff via the intranet and we have undertaken joint Equality Impact Assessments with partners where appropriate.

The authority's approved Equality Impact Assessments are published in the Equality and Diversity section on the Council's website:

<http://www.bolsover.gov.uk/community-living/equality-diversity>

Communication and Customer Service

Through publications such as *In Touch*, we are able to keep our residents informed about our services, our plans for the future and any enforcement action we take. The Council uses plain English in its corporate communications to reach a wide audience and offers alternative formats on request. Our staff has access to interpretation and translation services to ensure our services and communications accessible to those with language barriers or specific needs arising from a disability.

Website

Bolsover District Council re-designed its website in 2014 to ensure that it continues to be accessible to all our customers as we transform our services through technology. The website has a language translation function and meets World Wide Web Consortium (WC3) standards for accessibility: <http://www.bolsover.gov.uk/accessibility>

Social media

The authority has a Facebook page and uses Twitter. This provides a way of communicating information about Council services and activities to hard to reach groups and the wider public through media that they choose to use.



Twitter @BolsoverDC

<https://twitter.com/BolsoverDC>



Facebook

<https://en-gb.facebook.com/bolsoverdistrict.council>

Customer Service

The Council operates four Contact Centres across the District - in Bolsover, Clowne, Shirebrook and South Normanton, We aim to provide excellent customer service through a single point of contact. Although customers can already contact us in person, by phone or by email, as we transform our services through technology, we are offering more choice in reporting problems or getting information on-line through our investment in a new Customer Information System, *Firmstep*.

In addition, due to a substantive increase in contacts with the Council arising from the Coalition government's welfare reform agenda, our Contact Centre staff have undertaken a range of training (including disability and mental health awareness) and worked closely with local advice and other agencies to improve how we respond to customers.

The Council encourages people with specific communication needs to register their details with us so that we can provide information in the format they need. This information is stored securely in line with data protection requirements. Examples of how this enables access include:

- Waste collection calendars were produced in large print for those customers who needed this format and delivered to their home address
- A customer with autism was able to register his preference contact by email as he experienced difficulty in communicating by phone.

We engage with our customers through annual National Customer Service Week and other events, using feedback to measure satisfaction with our services and identify where improvements can be made.

Our Comments, Compliments and Complaints service, which was reviewed in 2014, enables us to monitor any issues and resolve problems related to equalities needs or perceived discrimination.

Engagement and Involvement

Equality Panel

Established in 2008, the Equality Panel consists of residents and representatives from local groups with an interest in equalities and acts as a critical friend. The Equality Panel meets three times per year to review our progress on equalities, discuss issues of concern, raise awareness of new plans and activities and provide feedback on our Equality Impact Assessments and policies. We also consult with the Equality Panel from time to time on proposed plans or policies to gain their views.

Equality Panel meetings are attended by the Portfolio Holders for Social Inclusion and Customer Service.

Citizens Panel

The Citizens Panel enables the authority to engage with our residents and seek their feedback on services as well as a wide range of issues. All survey findings are published on the Ask Derbyshire website. Following on from our first on-line equalities survey in 2010, a second survey via the Citizens Panel was carried out in November 2014. The findings enable us to identify any areas or services where people perceive that there are issues or where they perceive they have been treated unfairly so where possible, these can be addressed.

Youth Council

The Youth Council – Young Voice - is made up of 36 youth councillors and comprises six pupils from each secondary school within the district (Tibshelf, Shirebrook, Bolsover, Fredrick Gent, Heritage and Stubbin Wood). The Young Voice meets formally four times a year.

The aims of the Youth Council are:

- To build on existing consultation with young people to inform improvements to service delivery
- To engage young people in Bolsover in local democratic processes and institutions
- To provide schools with a learning tool to enhance the teaching of citizenship
- To develop a positive image of young people across the district

Information about our Youth Council and its achievements can be found on our website.

<http://www.bolsover.gov.uk/component/content/article/103-your-council/consultation/311-young-voice?highlight=WyJjb25zdWx0YXRpb24iXQ==>

Local forums and groups (stakeholders)

Where possible, the authority engages with local interest groups across most of its functions. The Council produces an annual Engagement Plan setting out its planned consultation and satisfaction measurement work across all its services. Both statutory and non-statutory engagement is undertaken using a variety of methods including surveys, focus groups, workshops and public meetings.

6. Internal mechanisms

Improvement Group

This group is responsible for ensuring that departments are engaged with driving forward continuous improvement and ensure that the Council is delivering against recognised standards as part of our Corporate Plan 2015-2019 aim for Transforming our Organisation.

The group focuses on issues around:

- Customer service excellence
- People and performance
- Equality and diversity

The group may establish 'task and finish' groups to deal with developments requiring more intensive work. It has mandatory representation from all departments. Departmental representatives cascade information from the meeting within their department and also share good practice at the meetings.

The Improvement Group makes recommendations to the Executive Committee or Union / Employer Consultation Committee as appropriate.

Scrutiny

All councils are required by law to provide an Overview and Scrutiny function which is carried out by elected members. This ensures that the Executive is held accountable in its decision making.

Scrutiny Committees oversee performance on our Corporate Plan, undertake service and other reviews, and scrutinise Council policies to ensure that they are effective. Recent Scrutiny Reviews have assessed our Discretionary Housing Payment Policy, the Private Rented Sector and Town Centre Regeneration.

The Joint Scrutiny Panel for Bolsover District Council, North East Derbyshire District Council and Chesterfield Borough Council scrutinises joint services between the three councils which are overseen by the Joint Board. This scrutiny arrangement is currently being reviewed as our joint working arrangements continue to change.

7. Reporting and reviewing arrangements

The Single Equality Scheme is supported by an associated Action Plan (see Section 8) which sets out the steps the Council will take to deliver our equality objectives. This Action Plan will be updated regularly and made available to the public via the Council's website.

Progress on delivery of the Single Equality Scheme 2015-2019 will be reported to the Executive and through the internal mechanisms outlined in Section 6 above. Progress reports also inform the corporate and service planning process and feed into annual service plans.

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8. Action Plan: Bolsover District Council - Single Equality Scheme 2015- 2019

Improvement	Lead Officer	Target date	Expected outcome	Resources	Progress	Actual outcome
1. Publish Single Equality Scheme and undertake regular reviews	JADCSI IO	April 2015	Publish Scheme setting out equality information to inform objectives and the steps to be taken to achieve them	Officer time	Draft Scheme & Action Plan <ul style="list-style-type: none"> - Equality Panel on 16/01/15 - Improvement Group on 20/01/15 - Executive (March 2015) 	
	JADCSI IO	Mar 2019 May 2019	Update action plan half yearly and report to Improvement Group Produce final Review and disseminate outcomes	Officer time		
2. Meet Corporate Plan target to fully deliver actions in the Single Equality Scheme by March 2019	JADCSI IO	Mar 2019	All actions delivered	Officer time		

Improvement	Lead Officer	Target date	Expected outcome	Resources	Progress	Actual outcome
3. Meet requirements of public sector equality duty	JADCSI JADHR &P IO	March 2019	Publication of required equalities data annually	Officer time		
4. Equality impact assessment programme	JADCSI IO	March 2019	Ensure that decision making processes and policy development are fair and compliant with statutory equalities duties	Officer time		
5. Support the Council's achievement of quality standards – Customer Service Excellence & Investors in People	JADCSI JAD HR&P IO	March 2019	Engagement with local equalities interest groups and satisfaction with engagement Service improvements identified via Equality Impact Assessment	Officer time		
6. Provide equalities & other information for Community & Voluntary	IO	March 2019	Produce relevant equality information by working together with relevant external agencies and key partners to	Officer time		

Improvement	Lead Officer	Target date	Expected outcome	Resources	Progress	Actual outcome
sector Partnership to inform local voluntary sector Anti-Poverty and Health & Wellbeing Strategies			support the production of relevant equality information (i.e. Disability Dynamics)			
7. Transforming services through the use of technology	JADCSI CCM IO	March 2019	Ensure that on-line self service transactions are accessible and promote these services to local equalities interest groups	Officer time		
8. Support the work of the multi - agency Community Cohesion Group on Equality issues contributing to the wider community	HEO CSO IO CEPM	March 2019	Support the wider community cohesion activities in respect of Equalities Work with key offices and partners, including the Community Cohesion Officer to develop approach,	Officer time Costs of printed resources		

Improvement	Lead Officer	Target date	Expected outcome	Resources	Progress	Actual outcome
cohesion agenda			events and resources			
9. Contribute to informing delivery of the Council's Economic Development & Housing Strategy to ensure access by hard to reach / disadvantaged groups to commissioned projects	IO	March 2019	Provide information on equalities issues to inform EIAs on individual commissioned projects			
10. Work with both Clinical Commissioning Groups (CCG) (Hardwick and North Derbyshire) through the District Councils CCG Liaison Group	IO CEPM	March 2019	Contribute to the CCG Liaison Group by sharing equalities and other relevant data to inform and strengthen delivery of equality objectives Consider joint engagement methods with local interest groups	Officer time		

Improvement	Lead Officer	Target date	Expected outcome	Resources	Progress	Actual outcome
			where appropriate			
11. Maintain record of customer specific information needs to ensure that customers receive information in the format appropriate to their needs.	IO	March 2019	Records maintained and shared with relevant officers in line with information-sharing and data protection policy until technological solution is achieved			
12. Promote specific information needs system to encourage disabled and older people to register their needs with BDC	CO IO	March 2017	Publish 2x articles in <i>In Touch</i> to raise awareness of system and encourage customers to register their specific information needs Produce and publicise case studies showing how this service benefits customers			

Improvement	Lead Officer	Target date	Expected outcome	Resources	Progress	Actual outcome
13. Identify any specialist equality & diversity training needs and consider providing training	JADHR &P JADCSI CCM IO	March 2019	Specialist equality & diversity training identified and delivered	Officer time Costs of external trainers		
14. Promote the Council's Equality Panel to raise awareness of its role and encourage new members to join	CO IO	March 2016	Produce and publish 3 case studies which demonstrate the contribution of the Equality Panel to the Council's equality and diversity work	Officer time		
15. Produce and publish report analysing findings from Citizens Panel equalities surveys	IO	September 2015	Report produced and published on the Council's website; disseminated to local interest groups and Community Cohesion partners	Officer time		

Abbreviations used:

JADCS Joint Asst. Director Community Services & Head of Housing

JADSP	Joint Asst. Director Customer Service & Improvement
JADHRP	Joint Asst. Director Human Resources and Payroll
CEPM	Chief Executives and Partnership Manager
CCM	Contact Centre Manager
CO	Communications Officer
IO	Improvement Officer
CSO	Community Safety Officer

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8. Action Plan: Bolsover District Council - Single Equality Scheme 2011- 2015
Updated March 2015

Improvement	Lead Officer	Target date	Expected outcome	Resources	Progress	Actual outcome
1. Publish Single Equality Scheme and undertake regular reviews	JADCSI EIO	Mar 2011	Publish Scheme	Officer time Costs of consultation & feedback	First Draft SES January 2011	Completed Single Equality Scheme approved and adopted by Council in March 2011; information circulated to interest groups and published on intranet and corporate website: http://www.bolsover.gov.uk/index.php/community-living/equality-diversity
	JADCSI EIO	Mar 2012 Mar 2013	Produce Annual Review of Scheme	Officer time Costs of consultation & feedback	Draft first Annual Review to Improvement Group on 12 June 2012 and to Executive on 2 July 2012. Also reported to Equality Panel in September 2012 and at look Beyond the Label event on 5 October 2012. Draft second Annual Review to Improvement Group on 19 March	Completed.

Improvement	Lead Officer	Target date	Expected outcome	Resources	Progress	Actual outcome
		Mar 2014			2013 and to Executive on 8 April 2013. Also reported to Equality Panel on 15 March 2013.	
		Mar 2015			Draft third Annual Review to Improvement Group on 18 March 2014 and to Executive on 14 April 2014.	
					Final Review of SES to Improvement Group on 24 March 2015 and to Executive on 30 March 2015.	
	IEM UEO	Sept 2011	Undertake annual on-line equality questionnaire via Ask Derbyshire; Consultation Report showing year on year data feeding into annual review of SES	Officer time Costs of consultation & feedback	Engagement Plan 2010-11	Completed. Annual Engagement Plan embedded in Corporate Plan 2011-2015. http://www.bolsover.gov.uk/index.php/your-council/polices-plans-strategies/113-your-council/performance/337-corporate-plan
	Sept 2012	On-line questionnaire Sept-Oct 2010/11 – baseline data analysed.				
	Sept 2013					
						Equality questions

Improvement	Lead Officer	Target date	Expected outcome	Resources	Progress	Actual outcome
						incorporated into Citizen's Panel Survey, November 2011. Survey findings reported in 'Listening Bolsover' report and published on Ask Derbyshire website: http://www.askderbyshire.gov.uk/bolsover
2. Meet requirements of public sector equality duty	JADCSI JADHR &P EIO	July 2011	- Publication of required equalities data in existing formats		SES incorporates a range of equalities data; data analyses published in CSV format, July 2011.	Completed.
		Apr 2012	- Publication of required equalities data in open formats		Corporate and service level data published on website and work ongoing: http://www.bolsover.gov.uk/index.php/community-living/equality-diversity	
		Jan 2013-2015	- Publish open data annually		Open data published on corporate website and updated periodically: http://www.bolsover.gov.uk/index.php/community-living/equality-diversity	

Improvement	Lead Officer	Target date	Expected outcome	Resources	Progress	Actual outcome
		Apr 2014	- Engagement Plan(s) 2011-2014 to establish methods & timeframe for engagement		Engagement Plan produced annually and published on Intranet: http://ericstv.bolsover.gov.uk/intranet/index.php?option=com_content&view=article&id=120&Itemid=723	
3. Equality impact assessment programme	JADCSI EIO	Mar 2011	Monitor Impact Assessment process; ensure it remains fit for purpose; & feeds into decision-making processes: - Review & report to EWG / ESDG - EIAs of review to Equality Panel	Officer time	Summary of services provided to vulnerable people completed March 2010, to inform EIA rolling programme: http://ericstv.bolsover.gov.uk/intranet/index.php?option=com_content&view=article&id=44&Itemid=586 Reports to EWG & ESDG.	Completed. Summary of services provided to vulnerable people completed March 2010, to inform EIA rolling programme: http://ericstv.bolsover.gov.uk/intranet/index.php?option=com_content&view=article&id=44&Itemid=586
4. Promote involvement in civic & public life	EIO	Mar 2011	Evaluation of Equality Panel - Feedback on satisfaction with involvement		To be completed Jan 2011	Completed. Evaluation completed and reported to Equality Panel in May 2011.
	UEO	Mar 2015	Citizen's Panel - % by gender - % who are		Derbyshire Citizen's Panel at May 2009: - 49.6% females / 50.4%	Completed. Citizens Panel now

Improvement	Lead Officer	Target date	Expected outcome	Resources	Progress	Actual outcome
			disabled - % who are BEM		<p>males</p> <p>Bolsover Citizens Panel Report May 2012: - 48.9% females / 51% males - 99.5% White British or Irish / 0.4% Ethnic minority including White Other http://www.askderbyshire.gov.uk/bolsover/strategy-performance/0-2012-13-citizenpanelmay</p> <p>Bolsover Citizens Panel Report November 2014: - 28% Female / 72% male - 46% Disabled / 54% not disabled - 99% White British or Irish / 1% Ethnic minority including White Other</p>	routinely captures monitoring data for gender, age group, disability and ethnic group. This data is used to ensure that survey responses are representative of the population in Bolsover district.
	EIO UEO	Mar 2015	Feedback / evaluation from engagement events - Peoples'		Evaluation Report on <i>Look Beyond the Label</i> engagement events, December 2010 and	Completed.

Improvement	Lead Officer	Target date	Expected outcome	Resources	Progress	Actual outcome
			experience of involvement - Equality monitoring data		October 2012. 2012 event focused on Welfare Reform with public consultation on local council tax support scheme. http://www.bolsover.gov.uk/index.php/community-living/equality-diversity	
5. Evidence implementation of SES through the Equality Framework or similar quality standard	All	Mar 2011	Maintain Achieving level	Officer time	Update of corporate evidence in progress.	Completed. Equality Framework 'Achieving' level maintained to March 2011.
		Mar 2011	Customer Service Excellence validation - linked to EFLG evidence	Allocated	Contact Centres achieved Customer Service Excellence in 2010; Corporate Customer Service Excellence achieved April 2011.	Completed. Corporate Customer Service Excellence standard achieved April 2011: http://www.bolsover.gov.uk/council-news-2011/1221-customer-excellence-standard.html
6. Further develop standardised procurement which takes	SPU EIO	Mar 2011	Develop Working Group to assess, prioritise & monitor key contracts	Officer time	Large contracts are more rigorously assessed for equality policy compliance through standard	Completed.

Improvement	Lead Officer	Target date	Expected outcome	Resources	Progress	Actual outcome
into account requirements of SES					documentation. http://www.bolsover.gov.uk/contract-management.html 'Meet the Buyer' event in February 2011 to engage voluntary & community sector in future procurement.	
	SPU	Mar 2011	Review procurement documentation & processes		Full suite of model documentation reviewed by East Midlands Centre of Excellence to address requirements of Equality Act 2010.	Completed.
7. Raise awareness of mental health issues to address needs of customers and staff	EIO JADHR &P	Mar 2015	Consider training for managers & front line staff	Officer time	'Aspects of Mental Health: supporting people in employment' training by Disability Dynamics delivered to partner organisations, September 2011. 2x sessions of 'Introduction to Disability' delivered by Disability Dynamics during 2013; 1 further session planned	Completed.

Improvement	Lead Officer	Target date	Expected outcome	Resources	Progress	Actual outcome
					<p>for 26 March 2014 - 19 participants are booked on this course.</p> <p>2x sessions of 'Aspects of Mental Health' delivered for 21 participants on 5 March 2014 by South Derbyshire Voluntary Sector Mental Health Forum.</p>	
8. Raise awareness of needs of deaf and hard of hearing customers and staff	EIO JADHR &P	Mar 2015	Consider training for managers & front line staff		Representative from Derbyshire Police attended Equalities Services Development Group in January 2011, to share best practice & learning from achieving Royal National Institute for the Deaf quality standard.	Completed.
	JADs HoS	Mar 2012	Consider meeting criteria of RNID standard		Deaf / hard of hearing badges supplied at request of Contact Centre staff, via Disabled Employees Group.	
	JADs HoS	Mar 2015	Consider BSL training for front line staff			

Improvement	Lead Officer	Target date	Expected outcome	Resources	Progress	Actual outcome
					<p>'Disability in the Workplace' training by Disability Dynamics, delivered to partner organisations, October 2011.</p> <p>Limited resources to achieve RNID standard or deliver BSL training for front line staff. 1 full time employee is a qualified BSL interpreter.</p>	
9. Raise awareness of LGBT issues	EIO	Mar 2015	<p>Link into actions agreed by Derbyshire LGBT Forum</p> <p>Consider training for managers and front line staff</p>		<p>Derbyshire LGBT Forum development plan, Jan 2011 – actions met for publication of equality data.</p> <p>LGBT Awareness Training delivered for 23 participants in November 2011 and June 2012 by Derbyshire Friend.</p>	Completed.
10. Ensure information on specialist	DVO CSO	Mar 2011	Promotion through Community Safety campaigns & events		Delivered 11 Cracking Crime events April-Oct 2010.	Completed.

Improvement	Lead Officer	Target date	Expected outcome	Resources	Progress	Actual outcome
support agencies is distributed widely and openly to encourage those experiencing domestic and sexual violence and abuse to seek help					Participated in Operation Relentless June & September 2010. Produced leaflet in Polish, October 2010.	
	CO CSO	Mar 2011	Ensure website signposting to sources of information, advice & support		Information on sources of support provided on corporate website from June 2010: http://www.bolsover.gov.uk/component/content/article/107-domestic-violence/145-hs-dv-domestic-violence.html	Completed.
	CSO DVO EIO	Mar 2015	Service user monitoring data	Officer time	Reported in Gender Equality Scheme to 2011; SES; and in Community Safety Partnership Annual Plans: http://www.bolsover.gov.uk/community-safety-partnership.html Monitoring data across 5 equality strands – age,	Completed.

Improvement	Lead Officer	Target date	Expected outcome	Resources	Progress	Actual outcome
					gender, LGBT, ethnicity and disability (with sub-categories for physical, mental health and learning disabilities) - now collected at county level for all services. All services monitoring information reported to the LCJBs Domestic Violence and Serious Sexual Violence Governance Board.	
	CSO DVO EIO	Mar 2011	Improve practice and participate in case reviews where appropriate - N. Derbyshire Domestic Abuse Group - Police Public Confidence Panels	Officer time	Hate crime and domestic violence cases now reviewed by Police Public Confidence Panels. Officer attendance at PPCP November 2010 and July 2011.	Completed.
11. Link into county-wide work to tackle sexual violence	CSO	Mar 2011	* Work led by Local Criminal Justice Board's Sexual Violence Group Community Safety		Some service user data reported in Gender Equality Scheme & Single Equality Scheme Participation in	Completed. Actions set out in Derbyshire Community Safety Agreement 2011-2015: http://www.bolsover.gov.uk

Improvement	Lead Officer	Target date	Expected outcome	Resources	Progress	Actual outcome
			Campaigns & SCTAG actions		Operation Relentless, June & September 2010.	k/images/departments/community_Services/csp_plan_2012.pdf
12. Reduce repeat victimisation rate to 29% (National Indicator 32*)	JADCS HoS Housing Legal	Mar 2011	County target for * NI 32 - Performance monitoring (data on cases reviewed at Multi Agency Risk Assessment Conferences)		Safer Derbyshire performance data reported in Gender Equality Scheme & SES Repeat victimisation rate: - 13.04% in 2009-10. - 15.45% at June 2010. - 17.93% at September 2010. (MARAC implementation on track).	Completed. Outcome 2010 - 2011: 24.16% * National Performance Indicator now removed by government
13. Carry out scheduled reviews to Equal Pay Audit	JADHR &P	Dec 2011	Carry out a light touch review of the Equal Pay Audit, December 2009.	Officer time	Gender pay gap reported in Gender Equality Scheme from 2007- 2011 and in SES. The identification of Equal Pay issues remains ongoing on an adhoc basis. Also there is an outstanding action below for 2014 to	Withdrawn.

Improvement	Lead Officer	Target date	Expected outcome	Resources	Progress	Actual outcome
					complete an audit of all posts for this year	
	JADHR &P	Dec 2014	Carry out a complete Equal Pay Audit of all posts	Officer time	<p>A light touch review of the recommendations from the Equal Pay Audit conducted in 2009 was to be completed by 31/03/2013.</p> <p>Due to service changes in HR&Payroll and planned review of the People Strategy, this action has been delayed.</p>	Withdrawn.
14. Workforce diversity	JADHR &P	Mar 2011	<p>Local Performance Indicator retained to 2011:</p> <ul style="list-style-type: none"> - Top 5% of earners who are female - Top 5% of earners who are disabled - % of workforce who are disabled 	Officer time	<p>Local Performance Indicator retained for 2011 – 2012.</p> <p>Top 5% of earners who are female:</p> <ul style="list-style-type: none"> - 45.16% out-turn for 2009-10. - 45.16% at June 2010. - 43.75% at September 2010. - 45.16% Outturn 2010 - 	<p>Completed.</p> <p>Local performance indicators retained for 2011 – 2012 and reported with our equality information: http://www.bolsover.gov.uk/equalities-information.html</p>

Improvement	Lead Officer	Target date	Expected outcome	Resources	Progress	Actual outcome
			- % of workforce who are BEM		<p>2011.</p> <p>Top 5% of earners who are disabled:</p> <ul style="list-style-type: none"> - 6.45% at June 2010. - 9.37% at September 2010. - 9.67% Outturn 2010 - 2011. <p>% of disabled employees:</p> <ul style="list-style-type: none"> - 5.65% at June 2010. - 7.33% at September 2010. - 7.06% Outturn 2010 - 2011 <p>% of workforce who are BEM:</p> <ul style="list-style-type: none"> - 0.64% at June 2010. - 0.63% at September 2010. - 0.64% Outturn 2010 – 2011. 	
	JADHR &P JADSP	Mar 2012	Publish workforce monitoring data across required equality strands	Officer time	All workforce monitoring scrutinised by Union Employer Consultative Committee; minutes	Completed. Workforce data published on the corporate website, January 2012:

Improvement	Lead Officer	Target date	Expected outcome	Resources	Progress	Actual outcome
					<p>published on council website.</p> <p>Some data published in SES, Workforce data report and in open data format on website.</p>	<p>http://www.bolsover.gov.uk/equalities-information.html</p> <p>Gaps in workforce information identified; to be addressed in 2012-13 following internal service reviews & organisational restructure.</p>
15. Raise awareness and address hate incidents and harassment	JADHR &P	Mar 2014	Monitoring of workforce policies	Officer time	Ongoing – reported quarterly to Union Employer Consultative Committee; minutes published on council website.	Completed.
	JADHR &P	Mar 2015	Monitoring of workforce policies via Biennial Employee Survey	Officer time Costs of external support for survey analysis allocated	<p>Ongoing – reported to Senior Management Team</p> <p>Employee Survey conducted in November 2011. Findings from all Employee Surveys are published on the intranet.</p> <p>From 2007-2009, there was no increase in the</p>	Completed.

Improvement	Lead Officer	Target date	Expected outcome	Resources	Progress	Actual outcome
					<p>number of respondents to the Employee Survey stating that they have encountered harassment or bullying at work. Compared to 2004 (27%) there was a fall of 17% in 2009 (10%) in staff reporting of harassment and bullying from another employee, elected member, or member of the public.</p> <p>Revised <i>Harassment and Bullying at Work Procedure</i> introduced in January 2011, following feedback through the HR and Payroll Customer Satisfaction Survey 2010 and the Employee Survey 2009:</p> <p>The Employee Survey 2013 focused on employee motivations for working at the</p>	

Improvement	Lead Officer	Target date	Expected outcome	Resources	Progress	Actual outcome
					<p>Council, views on the appraisal process, learning and development opportunities, management and leadership, contribution at work, corporate values and change.</p> <p>The Employee Survey 2013 Report is available to all staff via the intranet: http://ericstv.bolsover.gov.uk/intranet/images/Repository/E/Employee_Survey_Report_2013.pdf</p>	
	CSO EIO	Mar 2011	Monitor Hate Incident Reports		<p>Ongoing work by Community Safety. All performance is reported via the Safer Derbyshire website: http://www.saferderbyshire.gov.uk/</p>	<p>Completed. There were 40 police reported hate incidents in Bolsover District in 2010 – 2011. Derbyshire wide, total contacts with the Stop Hate service have increased from 33 to 157 in 2011 – 2012.</p>
	CSO	Mar	Improve practice		Officer attendance at	Completed.

Improvement	Lead Officer	Target date	Expected outcome	Resources	Progress	Actual outcome
	EIO	2011	and participate in case reviews where appropriate - N. Derbyshire Hate Crime Consultative Group - Police Public Confidence Panels		Police Public Confidence Panels November 2010 and July 2011	
	CO EIO	Mar 2011	Promote reporting mechanisms in the district through corporate communications - Stop Hate - Eyes & Ears scheme		Eyes & Ears Scheme re-launched September 2010: http://intranet/intranet/latest-news/247-eyes-and-ears.html	Completed.
16. Raise awareness of Council's equality services	EIO CO	Mar 2012	Consider using 'Did You Know' touring board(s) - Contact Centres - Parish Councils - Local groups - Events - Website page Publicise in corporate	Officer time Costs of printing & distribution	'Did you Know' posters & flyers distributed / publicised in June 2012.	Completed.

Improvement	Lead Officer	Target date	Expected outcome	Resources	Progress	Actual outcome
			communications			
	CCM EIO	Mar 2011	Promote CRM system		CRM data now collected via Contact Centre leading to improved take up.	Completed.
	CCM	Mar 2014	Annual National Customer Service Week events - Outcomes	Officer time	National Customer Service events delivered in 2011 and 2012. 3x public events held in 2014 to shape new qualitative Customer Service Standards.	Completed.
17. Audit of services to vulnerable people	JADCSI	Ongoing	Identify gaps & priorities		Summary of services provided to vulnerable people, March 2010. Circulated to Equality Services Development Group; also available on intranet.	Completed.
18. Develop community cohesion activities / resources	JADCSI EIO	Mar 2015	Explore development of joint project work with partner agencies - Consider developing a multicultural event - Consider		Cohesion Project Group established and project outline developed in partnership with Police Migrant Worker Outreach Workers. This work was delayed	Completed.

Improvement	Lead Officer	Target date	Expected outcome	Resources	Progress	Actual outcome
			developing a shared history project bringing together local people		<p>due to limited internal and external resources.</p> <p>Council's Partnership team delivered a consultation event in November 2014 to establish community cohesion approach and priorities.</p> <p>Multi-agency engagement event delivered by Community Safety team at Sports Direct on 27 January, Holocaust Memorial Day 2015.</p> <p>Multi-agency funding agreed for dedicated post; recruitment to Community Cohesion Officer in March 2015.</p>	
19. Actions to address any relevant targets set in Corporate	JADs HoS	Mar 2015	Identify any relevant targets and determine actions in service plans to achieve them		SES completion is a Corporate Plan target monitored as part of the Performance Management	Completed. No further actions identified in Corporate Plan 2011 – 2015.

Improvement	Lead Officer	Target date	Expected outcome	Resources	Progress	Actual outcome
Plan 2011-2015					Framework.	

Planned actions outstanding from the Disability Equality Scheme 2010-2011, Gender Equality Scheme 2010-2011, Race Equality Schemes 2008-2011 and Corporate Equality Plan 2008-2011 have been incorporated into the Single Equality Scheme. This will ensure that reporting on performance against those actions is maintained.

Abbreviations used:

- JADCS Joint Asst. Director Community Services
- JADHRP Joint Asst. Director Human Resources and Payroll
- JADCSI Joint Asst. Director Customer Service & Improvement
- HoS Heads of Service
- SPU Shared Procurement Unit
- CCM Contact Centre Manager
- CO Communications Officer
- IEM Information and Engagement Manager
- UEO User Engagement Officer
- EIO Equality Improvement Officer
- CSO Community Safety Officer
- DVO Domestic Violence Officer

Bolsover District Council

Executive

30th March 2015

CCC Quarterly Report (Q3) 2014/15

Report of the Cabinet Member for Customer Service, Cllr Bowler.

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 October to 24th December 2014.

1 Report Details

Compliments

Table A shows the number of written compliments received for the period. In total 62 (up from 33 the previous quarter) written compliments were received. A good cross section of compliments were received from customers appreciating excellent service, including 16 for Leisure Services in relation to the Sports Awards and the Festival of Brass, 15 for Streetscene Services for a variety of their services and 14 for the Housing Department for both the repairs and maintenance service and also the service provided by the housing management (lettings) facility.

Table B shows the information by department. Please note that the totals in this table differ to the total above, this is due to the crosscutting nature of some compliments and one compliment may be recorded against multiple services.

Comments

The target for comments has changed with the adoption of the new joint Compliments, Comments and Complaints Policy from 1st October 2014. Comments are now acknowledged and passed to the relevant departments within 3 working days, to consider when reviewing their service. There is no requirement for the departments to respond formally, they have the discretion to respond if the comment or suggestion has merit.

Table C shows the number of written comments received for the period. All 5 were acknowledged and passed to the relevant departments within standard.

Table D shows the above information by department. As previously, the totals in this table differ to the total above.

Service Requests

This information is not available at this time as the Firmstep customer information system does not yet have a reporting function for this particular information.

Complaints

Frontline Resolution (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.

Formal Investigation (Stage two)

The target for complaints has changed with the adoption of the new joint Compliments, Comments and Complaints Policy from 1st October 2014. The target for responding to straightforward complaints (sent to departments to respond direct to the customer) and complex complaints (coordinated and responded to by the CS & I Department) has been reduced from 20 to 15 working days.

Tables G and H show the number of stage two complaints received for the period by date order. 28 complaints (10 direct to departments and 18 managed by CS & I) were received during this period. 26 were responded to within our customer service standard of 15 working days giving a performance of 93% within standard. 8 complaints were for the Housing Department, 5 of which were neighbour disputes.

Table I shows the above information by department. As previously, the totals in this table differ to the total above.

Internal Review (Stage three)

Table J shows the number of stage three complaints received for the period by date order. These are complainants who have already made a formal investigation (stage two) complaint and still feel dissatisfied. During this period 4 stage three complaints were received, all of which were responded to within standard.

Ombudsman

Table K shows the status of Ombudsman complaints for 2014/15 as of 13th February 2015. In the period from the last report, two preliminary investigations were received and decided upon. In the first, the Ombudsman discontinued her investigation and recorded the decision as 'Closed after initial enquiries - no further action' as the Ombudsman is unlikely to find fault in the Council's actions, the Council has no part to play in any dispute. In the second complaint, the Ombudsman discontinued her investigation and recorded the decision as 'Closed after initial enquiries - out of jurisdiction'. The Ombudsman advised that she is prevented from investigating the matter as it is a legal matter about land and access rights, and can only be determined by the courts if the parties cannot agree a settlement.

Performance

The target of 93% has been achieved for responding to formal investigation (stage two) complaints within 15 working days for 2014/15. Managing complaints in this way has had the effect of reducing the average response time to 10 working days (14 previously).

Table A: COMPLIMENTS SUMMARY 1/10/14 – 24/12/14

Date Received	Area	Summary of Compliment	Departments Involved
01/10/14	South Normanton	Thanks to Elections team for help regarding declaration of interest for candidate	Legal & Governance & Elections
01/10/14	Langwith Junction	Thanks to the Housing Repairs Section, very happy with all the work which was done efficiently and the Operatives have been very pleasant. Special thanks to Repairs Coordinator who has been very helpful	Housing
01/10/14	Shirebrook	Thank you to Customer Advisor who is very friendly and helpful	Customer Service (& Improvement)
02/10/14	Creswell	Helpful advice from Revenues staff in relation to resident in sheltered accommodation	Revenues & Benefits
03/10/14	Clowne	Thank you to the CEPT team for their hard work in making sure the Namibia Expedition Return Event ran really well with no glitches – a superb job	CEPT
03/10/14	Creswell	Wish to thank the House Clearance Team for the brilliant service	Streetscene Services
03/10/14	Blackwell	Would like to thank the person delivering the caddy	Streetscene Services
07/10/14	Bolsover	The CAN Rangers were amazing at the CVP 'Have Your Say' event	Community Services
08/10/14	Bolsover	Thanks to Election Services for their help and assistance advising Council departments with name change	Legal & Governance & Elections
10/10/14	Pinxton	Road sweeper has done a great job	Streetscene Services
13/10/14	Clowne	Thank you for swift delivery of green bin	Streetscene Services Customer Services
14/10/14	South Normanton	Would like to thank Customer Advisor who had a lovely manner	Customer Services
15/10/14	South Normanton	Road sweeper has done a great job	Streetscene Services
16/10/14	Clowne	Thank you to Governance Team who were helpful and efficient	Legal, Governance & Elections
17/10/14	Shirebrook	Partially emptied recycling bin has now been emptied, many thanks	Streetscene Services
17/10/14	Clowne	Amazing night and food - Bolsover Sports Awards	Leisure
20/10/14	Clowne	Thank you for an excellent evening, the venue, the food and the presenters of the awards were brilliant and I was honoured to receive an award	Leisure
20/10/14	Clowne	Fantastic night - Bolsover Sports Awards	Leisure

Table A: COMPLIMENTS SUMMARY 1/10/14 – 24/12/14

Date Received	Area	Summary of Compliment	Departments Involved
20/10/14	Clowne	Brilliant night and fantastic food - Bolsover Sports Awards	Leisure
20/10/14	Clowne	Always inspirational, well done - Bolsover Sports Awards	Leisure
20/10/14	Clowne	Another great evening - a celebration of all that we believe in - Bolsover Sports Awards	Leisure
20/10/14	Clowne	An excellent celebration of people in sport. Well presented , uplifting - Bolsover Sports Awards	Leisure
20/10/14	Clowne	The talent we have got is second to none. Well done and let's get more promotion for our school from this - Bolsover Sports Awards	Leisure
20/10/14	Clowne	Excellent evening. Makes one realise what a dedicated team there is at Bolsover District Council. A pleasure to see such fine young people - Bolsover Sports Awards	Leisure
20/10/14	Clowne	Well presented, very professional. Other Councils take note - Bolsover Sports Awards	Leisure
20/10/14	Clowne	It was great, really enjoyed it - Bolsover Sports Awards	Leisure
20/10/14	Clowne	Well done for Friday night, it was really good - Bolsover Sports Awards	Leisure
21/10/14	Shirebrook	A great night really enjoyed the 'shake up' (Bolsover Sports Awards took place at school site rather than at sports centre). Thought it worked well	Leisure
21/10/14	Bolsover	An excellent evening (Bolsover Sports Awards), a sincere thank you to all involved, staff and participants alike. We need to let the world know how good we are in Bolsover	Leisure
22/10/14	Langwith Junction	Electrician attended almost straight after ringing Council to repair shower pull cord	Housing
22/10/14	Barlborough	Damaged turf replaced on grave at Barlborough Cemetery for men who had died in a colliery accident	Streetscene Services
27/10/14	Clowne	Thank you for a fantastic evening at the Bolsover Sports Awards we thoroughly enjoyed it and were elated	Leisure
27/10/14	Doe Lea	Thank you for dealing with an abandoned vehicle swiftly	Environmental Health

Table A: COMPLIMENTS SUMMARY 1/10/14 – 24/12/14

Date Received	Area	Summary of Compliment	Departments Involved
28/10/14	Barlborough	Wanted to say thank you, a marvellous job done by the contractors who were accommodating when fitting the wet room	Housing
28/10/14	Barlborough	Would like to thank Customer Advisor for assistance when dustbin was not emptied, the refuse crew came out and emptied the bin and is very grateful for help in the matter	Customer Services Streetscene Services
30/10/14	Tibshelf	Would like to say how lovely the man was who came to sweep the chimney - a real gentleman	Housing
30/10/14	South Normanton	Repairs Operatives were professional, polite and got the job done. Very appreciative of their friendly nature	Housing
30/10/14	Bolsover	Many thanks for your swift action with the fly tipping in my area. Great job thanks	Streetscene Services
04/11/14	Bolsover	Tenant wanted to thank the Repairs Operative who was very polite and friendly and showed his ID card. He did a really good job in very bad conditions when it was raining heavily	Housing
04/11/14	Bolsover	Repairs Operative did a really fabulous job at the property	Housing
06/11/14	South Normanton	Customer Advisors have been dealing with her request for a caddy for the burgundy bin, she would like to thank them for doing what they said they would do, as she has been waiting months and is very grateful for their help	Customer Services
07/11/14	Tibshelf	Would just like to say thank you for the very efficient friendly service received when reported a broken bedroom window catch, all sorted speedily by a very nice efficient Repairs Operative	Housing
11/11/14	Clowne	Thanks for your prompt response. The settee, together with a massive pile of garden waste was removed early this morning. They provide an excellent service and help to maintain the pleasure of walking in this area. Many thanks and please pass on our gratitude to those who clean up the mess.	Streetscene Services
19/11/14	Clowne	Exemplary service received from Senior Recovery Officer, a pleasure to receive such conscientious service	Revenues & Benefits

Table A: COMPLIMENTS SUMMARY 1/10/14 – 24/12/14

Date Received	Area	Summary of Compliment	Departments Involved
18/11/14	Shuttlewood	Wishes to thank Housing Assistant for all his help with father's flat	Housing
20/11/14	Bolsover	Would like to say thank you to Customer Advisor and Housing Repairs Operative for the prompt repair to his heating	Housing Customer Service (& Improvement)
24/11/14	Bolsover	Wanted to pass on his thanks to Repairs Co-ordinator who visited his property and made arrangements to have a radiator moved in the property.	Housing
02/12/14	South Normanton	When taking the dog for a walk this evening seen that the dog bin has been emptied - many thanks to the Contact Centre and the Refuse Team.	Streetscene Services Customer Services
03/12/14	Bolsover	On behalf of the Civic Society I must congratulate you all on the terrific Christmas Festivities day. It was by far the best we have ever had. By the end of the lantern parade there must have been hundreds around the cenotaph. You must all have worked exceedingly hard but it paid off as a great community event with so many individuals, organisations and retailers taking part. We must try and keep up the standard. It was great for the town and all of us who live here.	Economic Growth
04/12/14	Shirebrook	Customer Advisor was extremely helpful, tenant a bad problem with rats and the Advisor got an appointment very quickly, she was 'tremendous'	Customer Services
04/12/14	Clowne	Would like to thank Streetscene Technical Officer for arranging for the Grounds Maintenance Team to open up a waste bin so he could retrieve his money accidently thrown into the bin	Streetscene Services
04/12/14	Bolsover	Consultation coordinated by CEPT for the Economic Development and Housing Strategy with Parish and Town Councils went very well	CEPT
08/12/14	South Normanton	Has been dealing with the Contact Centre on behalf of her aunt who has moved to council property and claims council tax support and housing benefit. Everyone has been very professional, polite and extremely helpful	Customer Services
09/12/14	Bolsover	Many thanks for your swift response to my issue with road sweeping great job thanks	Streetscene Services

Table A: COMPLIMENTS SUMMARY 1/10/14 – 24/12/14

Date Received	Area	Summary of Compliment	Departments Involved
09/12/14	Glapwell	Would like to say thank you for the quick response and the good job done in clearing the leaves last week on Back Lane from the A617 to Bolsover Road	Streetscene Services
11/12/14	Bolsover	Resident had just brought his wife out of hospital and found the radiator was cold, he informed the Contact Centre that the contractor's van was outside. The Customer Advisor contacted the contractor who went to repair it. Very pleased with quick way the Customer Advisor had responded to his problem, the staff in the Contact Centre are so helpful and a credit to the Council.	Customer Services
12/12/14	Stanfree	Resident had some work done to his property recently and wanted a message passed onto the Repairs Inspector to say thank you to the Operatives for doing such a good job and leaving the work area clean and tidy	Housing
18/12/14	Bolsover	Would like to thank Officer in the ICT Department who has gone above and beyond in the help provided.	ICT
18/12/14	Tibshelf	Thanks to the Grounds Maintenance Coordinator and team for acting so quickly, they responded within 7 days	Streetscene Services
19/12/14	Shirebrook	Thank you to electrician for putting everything back, not making a mess and a job well done	Housing
22/12/14	London	Thanks to the Leisure Department and everyone involved for raising £319 at the Festival of Brass	Leisure
23/12/14	Clowne	The day after reporting problems with getting the radiators hot, a plumber was on scene to get them partially working but the valves needed replacing. Within three weeks, the plumber was back and the problem resolved. The plumber himself (contractor) was extremely helpful and friendly	Housing

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	2		3
Customer Service & Improvement	4	7	10		21
Community Services	1	2	1		4
Legal Governance & Elections	2	1	3		6
Environmental Health		1	1		2
Finance		1			1
Housing	7	11	14		32
HR & Payroll		1			1
ICT			1		1
Leisure	2		16		18
Planning	1				1
Economic Growth		1	1		2
Revenues & Benefits	2	4	2		8
Streetscene Services	6	9	15		30
Totals	25	39	66		130

Table C: SUMMARY OF COMMENTS 1/10/14 – 24/12/14

Date Received	Area	Summary of Comment	Departments Involved	No of work days
03/10/14	Unknown	Thinks Council Tax is a 'scam'	Revenues & Benefits Legal, Governance & Elections	1
16/10/14	Chesterfield	Unhappy with lack of toilets in Bolsover	Estates & Properties	1
03/11/14	Shirebrook	Questioning investment in Shirebrook	Economic Growth Leisure	1
18/11/14	Glapwell	Comments about grass being churned up and planning permission given to developers	DCC Planning	1
11/12/14	Pinxton	Still not happy with garage site	Streetscene Services Customer Service & Improvement Housing	1

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 – 24/12/14			02/01/15 – 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. Ack'ed in time	No. Ack'ed out of time	No. of Comments	No. Ack'ed in time	No. Ack'ed out of time	No. of Comments	No. Ack'ed/ Responded to in time	No. Ack'ed/ responded to out of time
CEO/ CEPT															
Customer Service & Improvement	1	1		1	1		1	1					3	3	
Community Services															
Legal, Governance and Elections	2	2		1	1		1	1					4	4	
Environmental Health				4	4								4	4	
Estates & Property				5	5		1	1					6	6	
Finance	1	1											1	1	
Housing	3	3		6	6		1	1					10	10	
Leisure				2	2		1	1					3	3	
Planning	1	1		1	1		1	1					3	3	
Economic Growth				3	3		1	1					4	4	
Revenues & Benefits	1	1		2	2		1	1					4	4	
Streetscene Services	4	4		2	2		1	1					7	7	
Total	13	13		27	27		9	9					49	49	

Table E: Summary of Stage One Complaints 1/10/14 – 24/12/14

Date Received	Reference	Area	Summary of Complaint	Departments Involved	No of work days	Remedy
01.10.14	BDC 149658	Clowne	Complaint with regard to having a small black bin delivered	Refuse	2	Contacted customer and advice given
01.10.14	BDC 149764	Shirebrook	Customer complaining with regard to having to purchase a green bin	Refuse	3	On this occasion supplied customer with second hand bin
01.10.14	BDC 149762	Tibshelf	Customer complaining that workman was using mobile phone whilst driving	Grounds Maintenance	2	Member of crew spoken to and customer advised.
02.10.14	BDC149908	Anon	Complaint with regard to the burgundy bin not fully emptied	Refuse	2	Apology but contractor following policy
03.10.14	BDC 150151	Blackwell	Customer complaining about not having the burgundy bin emptied	Refuse	2	Contaminated bin but agreed to empty on this occasion
06.10.14	BDC 150302	Hardstoft	Customer complaining that the burgundy bin keeps being missed	Refuse	3	Information received from contractors relayed to customer
06.10.14	532526	Shirebrook	Tenant not informed about gas supply on new tenancy	Housing		
07.10.14	BDC150487	Creswell	Complaint with regard to missed black bin and the new bin is smaller	Refuse	1	Contacted customer and advice given
07.10.14	BDC 150564	Pinxton	Complaint with regard to missed bin and how dealt with when reported	Refuse	2	Arranged for burgundy bin to be emptied today and discussed with relevant advisor

Table E: Summary of Stage One Complaints 1/10/14 – 24/12/14

13.10.14	532595	Out of area	States a BDC van has been parked outside a property and has not moved	Housing	0	Contacted caller
13.10.14	532941	Shirebrook	Customer states that no one attended his property for loss of heating which incurred loss of earnings	Housing	1	Engineer called today and rectified fault
15.10.14	BDC 151616	Clowne	Burgundy bin not emptied due to contamination of plastic	Refuse	2	Arranged for crew to empty burgundy bin message left on answer phone
15.10.14	526228	Bolsover	The contractors have been and filled the area of the leak to the garage but wants to move to another plot	Housing	5	Housing Officers contacted customer
16.10.14	527827	South Normanton	Tenants are unhappy with the plastering	Housing	0	Card left for access dates
16.10.14	BDC 151767	Bolsover	Complaint about state of neighbour's property (council tenant)	Housing	2	Arranged for Ranger and Pest Control operatives to visit to resolve problems.
16.10.14	BDC 151809	Shirebrook	Complaint with regard to the burgundy bin not being emptied	Refuse	2	Arranged for bin to be emptied and customer informed
16.10.14	533127	Shirebrook	Contractors attended the property and customers returned to find outhouse full of water	Housing	0	Workmen returned to rectify problem immediately, only thing wet appeared to be the door mat (photos taken)
16.10.14	533825	South Normanton	Tenant is unhappy with the quality of plastering	Housing	3	Message left to contact Council

Table E: Summary of Stage One Complaints 1/10/14 – 24/12/14

17.10.14	BDC 151984	Tibshelf	Lack of response to grass cutting request	Grounds Maintenance	3	Customer contacted to resolve the issue
20.10.14		Shirebrook	Scaffolding has damaged property on table outside	Housing		
20.10.14	BDC 152334	Tibshelf	Complaint that information had not been passed with regard to a drain problem	Housing	2	Issue resolved with customer and problem addressed
21.10.14	BDC 152511	Shirebrook	Complaint regarding missed green bin collection	Refuse	1	Apologised for allocating missed bin to wrong resource so missed, mop-up collection arranged
22.10.14	525578		Ridge tiles blown off	Housing	1	Repairs Inspector visited property
24.10.14	532471	South Normanton	Door seal and cavity wall insulation required	Housing		Repairs Inspector called tenant and informed of action to be taken
24.10.14	533520	Clowne	Workmen have visited to carry out a repair but were unable to do so because of the weather	Housing	1	Repairs Inspector called tenant and informed of action to be taken
24.10.14	534323	Bolsover	Tenant is unable to use toilet	Housing	0	Arranged for Engineers to attend - BDC12852
28.10.14	534432	South Normanton	Tenant says they were advised to remove textured coating on ceiling	Housing	5	Inspected 24.07.14 - at no point did the Repairs Inspector say that it was safe to remove the textured coating, a repair was raised to repair a small area, stating to treat as asbestos (as previous problems on this street)

Table E: Summary of Stage One Complaints 1/10/14 – 24/12/14

30.10.14	534583	Bolsover	Advised that the contractor would call but did not	Housing	0	Customer contacted
04.11.14	BDC 154336	Tibshelf	Complaint that the whole street bin collection was missed, except 1 bin	Refuse	2	Crew advised and customer contacted
06.11.14	BDC 154707	Newton	Customer complaining about the length of time taken to deliver a burgundy bin	Refuse	2	Arranged for bin to be delivered and informed customer accordingly
12.11.14	BDC 155484	Creswell	Customer complaining that his assisted burgundy bin keeps being missed	Refuse	3	Arranged for bin to be emptied and contractors contacted
13.11.14	BDC 155555	Whitwell	Customer Complaint that black bin keeps being missed	Refuse	1	Arranged for bin to be emptied and apology given
13.11.14	535580	Clowne	No heating – contractors ordering a part	Estates & Properties	0	District heating - tenant provided with a fan heater and was offered an additional heater
14.11.14	BDC 155856	Clowne	No response regarding the cutting back of overhanging trees	Grounds Maintenance	1	Customer contacted and agreed to cut large trees down to 30%
14.11.14	BDC 155910	Bolsover	Complaint that customer has 2 black bins and they have not been emptied	Refuse	1	Note issued to customer to say that only one bin will be emptied in future but both bins emptied as a one off good will gesture
19.11.14	BDC 156468	Bolsover	Black bin missing and doesn't want to pay for a replacement	Refuse	1	Used recycled bin given to customer free as a goodwill gesture

Table E: Summary of Stage One Complaints 1/10/14 – 24/12/14						
19.11.14	BDC 156517	Bolsover	Customer complaint with regard to verge maintenance request	Grounds Maintenance	1	Passed to DCC
21.11.14	BDC 156808	Clowne	Complaint that information was not displayed in Contact Centre	Customer Services	1	Apology and assurance that the relevant information is displayed
21.11.4	531846	Bolsover	Tenant wanted to complain about an operative's driving	Housing	3	Customer contacted but unable to confirm the identity of the vehicle
24.11.14	536775	Clowne	Appointment for a gas commission but the engineer called prior to the appointment slot	Housing	0	Engineer to return the following day
26.11.14		Bolsover	Damp & mould in property, unhappy with the length of time this is taking to resolve	Housing	0	Customer contacted
26.11.14	BDC157525	Clowne	Customer complaining with regard to bin being missed	Refuse	2	Advised on presenting the bin at kerbside, one off collection arranged
26.11.14	BDC 157528	Whaley Thorns	Complaint in regard to mess made by workmen when cutting down tree	Grounds Maintenance	2	Sweep organised for footpath, separate issue regarding tree stump discussed
26.11.14	BDC 157529	Tibshelf	Customer complaining with regard to having a smaller bin delivered	Refuse	3	Streetscene Services have written to the customer explaining why smaller bins are being delivered
02.12.14	411771	South Normanton	Boiler, bath & kitchen have been condemned	Housing	0	An inspection raised

Table E: Summary of Stage One Complaints 1/10/14 – 24/12/14

04.12.14	BDC 158389	Newton	Customer complaint with regard to burgundy bin delivery timescales and collection	Refuse	1	Arranged for bin to be delivered and informed customer accordingly
04.12.14	BDC 158496	Clowne	Complaint with regard to the cutting of bushes he planted	Grounds Maintenance	6	The bushes in question were on BDC land
04.12.14	BDC 158539	Whitwell	Complaint with regard to rent arrears	Housing	1	Customer contacted
05.12.14	BDC 158574	Whitwell	Complaint regarding District Heating	Estates & Properties	1	Contractors to go back and look at the boiler
09.12.14	BDC158978	Creswell	Customer complaining with regard to her missed burgundy bin collection	Refuse	2	Spoke to Contractors to rectify problem and customer informed
10.12.14	BDC159194	Clowne	Complaint with regard to missed burgundy bin	Refuse	2	Arranged for bin to be emptied
10.12.14	532166	Clowne	Mould problems still being experienced even though tenant has followed instructions of how to get remove it	Housing	2	Card left – no access
10.12.14	538245	Clowne	Tenant advises he overheard a telephone conversation regarding him	Housing	0	Message left for tenant asking him to make contact with Repairs Coordinator
11.12.14	BDC159272	Shuttlewood	Complaint regarding Data Protection Authorisation letter for Housing	Customer Services	1	Letter was forwarded to Revenues - no reference number to identify which department it related to
11.12.14	BDC159319	Shirebrook	Complaint with regard to missed burgundy bins.	Refuse	2	Bin emptied and Recycling Officer visited with regard to bin contamination

Table E: Summary of Stage One Complaints 1/10/14 – 24/12/14

12.12.14	BDC159390	Shirebrook	Customer complaint regarding missed bin	Refuse	1	Customer contacted and explained why bins were missed due to access, arranged for side waste to be taken & bin to be emptied
12.12.14	BDC159442	Pinxton	Complaint regarding attitude of Customer Advisor	Customer Services	1	Apologised to customer and CA reminded of service standards
12.12.14	BDC 159447	Palterton	Customer complaint regarding the leaves in the Reception area at Clowne	Customer Services	1	Explained that the area is normally tidy, problems were due to the unusual adverse weather conditions, assurance that area to be kept tidy
15.12.14	BDC159518	Bolsover	Complaint regarding the suspension of benefit	Revenues & Benefits	2	Determined by the Benefit Appeals process
15.12.14	BDC159676	South Normanton	Customer complaining with regard to replacement black bin	Refuse	2	Mix up with addresses for the bin delivery, arranged for the bin to be delivered
18.12.14	BDC160130	Shirebrook	Customer complaint with regard to missed burgundy bin	Refuse	2	Bin contaminated, but organised a collection as a goodwill gesture
18.12.14	BDC160145	Bolsover	Customer complaint with regard to assisted bin request	Refuse	0	Awaiting further information from customer
18.12.14	BDC160168	Creswell	Complaint with regard to missed black bin	Refuse	2	Apology given to customer and collection arranged.
19.12.14	BDC160272	South Normanton	Complaint with regard to delivery of black bin.	Refuse	1	Organised delivery of bin, customer informed
19.12.14	BDC 160292	Tibshelf	Complaint with regard to missed burgundy bin	Refuse	3	Arranged for bin crew to empty bin

Table E: Summary of Stage One Complaints 1/10/14 – 24/12/14

18.12.14	BDC160168	Creswell	Complaint with regard to missed black bin	Refuse	2	Apology given to customer and collection arranged
19.12.14	537325	South Normanton	Damp problem - feels that there is a bigger problem and that it's not just condensation	Housing	1	Message left for customer to contact
19.12.14	537591	Bolsover	Length of time to reglaze following a burglary	Housing	0	Contractor to strengthen board - glazing on 22.12.14
23.12.14	BDC160562	Shirebrook	Customer not happy with how his brother was dealt with when engineers responded to blocked drain request	Estates & Properties	0	Customer advised of items being flushed down the drains – escalated to formal investigation
23.12.14	BDC160598	Tibshelf	Complaint with regard to missed black bin	Refuse	1	Arranged for bin to be delivered and informed customer accordingly
24.12.14	BDC160634	Clowne	Complaint with regard to missed burgundy bin	Refuse	1	Arranged for bin to be emptied advised customer to present bin at kerb side
24.12.14	BDC160647	Langwith	Complaint with regard to missed burgundy bin	Refuse	1	Advised it had not been emptied due to contamination, emptied as a one off goodwill gesture
24.12.14	BDC160660	South Normanton	Complaint with regard to length of time taken to clear litter	Grounds Maintenance	1	Advised customer that a litter pick was carried out on the 22.12.14 - new litter pick arranged

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 – 24/12/14			02/01/15– 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							4	4					4	4	
Community Services															
Legal, Governance and Elections															
Economic Growth															
Estates & Property				1	1		3	3					4	4	
Environmental Health	1		1	2	1	1							3	1	2
Finance															
Housing	10	8	2	21	10	11	25	23	2				56	41	15
Leisure				1		1							1		1
Planning															
Revenues & Benefits	2	1	1	3	3		1	1					6	5	1
Streetscene Services (Refuse)	28	28		34	34		33	33					95	95	
Streetscene Services (GM)	6	6		11	8	3	7	6	1				24	20	4
Total	47	43	4	73	57	16	73	70	3				193	170	23

Table G: Summary of Stage Two Complaints 1/10/14 – 24/12/14 (responded to by department)

Date Received	Area	Summary of Complaint	Departments Involved	Date Response Sent	No of work days	Remedy
06/10/14	Barlborough	Unhappy with non response to previous correspondence (including a FOI request)	Streetscene Services	08/10/14	2	Apology for non-response – processed as a service request
03/10/14	Clowne	Benefit claim is taking too long to assess	Revenues & Benefits	13/10/14	6	Complaint withdrawn
17/10/14	South Normanton	Not happy with delivery of new bin service	Streetscene Services	07/01/14	15	Streetscene Services following up with contractors
31/10/14	Whitwell	Wants to complain about how Housing Department is dealing with complaints against her	Housing	20/11/14	14	Apology for any distress caused, the Officer was trying to provide support
24/11/14	Pinxton	Non response from Environmental Health Department regarding alleged noise and dust pollution	Environmental Health	15/15/14	15	Apology for delay – ongoing complaint re pollution
04/12/14	Tibshelf	Unhappy with smaller replacement bin	Streetscene Services	08/12/14	2	Explained rationale behind smaller replacement bins
11/12/14	Clowne	Wants more action against neighbour who she feels is being antisocial	Community Services	16/12/14	3	Complaint about the neighbour has been investigated and no nuisance witnessed
11/12/14	Creswell	Boiler not fixed but reported weeks ago	Housing	12/01/15	16	Boilers to be replaced on a rolling programme
11/12/14	Clowne	Does not agree with proposed development in Clowne	Planning	07/01/15	13	Rationale behind provision of new homes/ development requirements
19/12/14	Bolsover	Not happy that he has been refused the assisted bin collection service	Streetscene Services	19/01/15	25	Does not fulfil the criteria to receive the service

Table H: Summary of Stage Two Complaints 1/10/14 – 24/12/14 (responded to by CS & I)

Date Received	Area	Summary of Complaint	Departments Involved	Date Response Sent	No of work days	Remedy
01/10/14	Whitwell	Inadequate toilet facilities left by contractors working on behalf of BDC, also radiator left leaking	Housing	16/10/14	11	Apology for delay to repair - difficulty in sourcing a part to non-Council fitted toilet
02/10/14	Clowne	Does not like smaller replacement bin and wants Council Tax refund	Streetscene Services Customer Services Revenues & Benefits	20/10/14	12	Policy change means smaller domestic bins are provided (to encourage recycling), apology for confusion, Council Tax refund is not appropriate
02/10/14	Shirebrook	Behaviour of Council tenant next door (to private property) encroaching on driveway (shared access)	Housing Legal, Governance & Elections	21/10/14	13	The area is shared access, however a number of options are being considered and residents consulted
06/10/14	Creswell	Unhappy with how dealt with when contacting the Council by telephone regarding a benefit claim	Revenues & Benefits Customer Services	22/10/14	12	Delays were due to conflicting or lack of evidence supplied
03/10/14	Pleasley	No response to earlier communication	Estates & Properties	14/10/14	7	Complaint withdrawn 14/10/14
09/10/14	South Normanton	Wants Benefits to make a payment to Council Tax	Revenues & Benefits	16/10/14	5	Complaint out of scope
08/10/14	Bolsover	Questioning a member of staff's customer service manner	Revenues & Benefits	09/10/14	1	Complaint withdrawn 9/10/14
14/10/14	South Normanton	Park area at Broadmeadows is overgrown and not compliant with DDA	Customer Services Streetscene Services Leisure	31/10/14	13	Some areas are in DCC remit, areas within BDC jurisdiction to be improved

Table H: Summary of Stage Two Complaints 1/10/14 – 24/12/14 (responded to by CS & I)

Date Received	Area	Summary of Complaint	Departments Involved	Date Response Sent	No of work days	Remedy
16/10/14	Langwith	Area around Langwith - especially play area - is unkempt	Leisure Streetscene Services	22/10/14	4	Areas fall under remit of DCC and SPC
28/10/14	Langwith Junction	Not happy with response from TMO and CAN Rangers in relation to tree next door	Housing Community Services Streetscene Services	18/11/14	15	Tree is not causing any problems, advice on how to proceed with 'Right to Light' if applicable
04/11/14	Creswell	Not happy with advice given with regard to Council Tax support	Customer Services Revenues & Benefits	11/11/14	5	Correct advice given - non declaration of a change of circumstance
23/10/14	Bolsover	Still awaiting repairs	Housing	12/11/14	14	Repairs delayed because of no access - work rearranged
14/11/14	Bolsover	Obstructive parking on Station Road by car sales	Environmental Health Planning	08/12/14	15	The Council can only take action under very specific criteria (which apply in this case)
21/11/14	Bolsover	Objection to Bolsover development	Planning Estates & Properties Economic Growth	08/12/14	11	Explained rationale for development
05/12/14	Clowne	Letter sent from Housing and also thinks Council is not adhering to its own customer service standards	Housing Customer Services	12/12/14	5	Apology - letter sent in error, but if informed earlier, a 2nd letter would not have been sent

Table H: Summary of Stage Two Complaints 1/10/14 – 24/12/14 (responded to by CS & I)

Date Received	Area	Summary of Complaint	Departments Involved	Date Response Sent	No of work days	Remedy
10/12/14	South Normanton	Does not agree with paying for bins and wants refund for time taken to deliver	Streetscene Services Customer Services	07/01/15	14	Apology for delay which was due to a number of circumstances which were beyond the control of the Council (bin supplies etc)
18/12/14	Clowne	Ongoing issues with football being played on Council land adjacent to property, shrub cut down on Council land	Leisure Streetscene Services Legal	14/01/15	13	Without prejudice offer to help alleviate problems, over which the Council has no control
18/12/14	Shirebrook	Complaint regarding next door neighbour's block paving	Housing	22/12/14	2	Tenant has been given options to resolve

Table I - 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		6	6					8	8	
Community Services	2	2					2	2					2	2	
Environmental Health	2	2		4	4		2	2					6	6	
Economic Growth							1	1							
Estates & Properties	2	2		4	4		2	2					6	6	
Finance															
Housing	9	9		14	14		8	7	1				23	23	1
HR & Payroll	1	1											1	1	
Legal, Governance & Elections	3	3		1	1		2	2					4	4	
Leisure	1	1					3	3					1	1	
Planning	1	1		3	3		3	3					4	4	
Revenues & Benefits	8	8		4	4		6	6					12	12	
Streetscene Services	7	7		5	5		10	9	1				12	12	1
Total	40	40		39	39		45	43	2				122	120	2

Table J: Summary of Stage Three Complaints 1/10/14 – 24/12/14

Date Received	Area	Summary of Complaint	Departments Involved	Date Response Sent	No of work days	Remedy
06/10/14	Langwith	Decision taken in relation to an FOI query and non-response from the department	(Customer Service &) Improvement Revenues & Benefits	30/10/14	17	Apology for wrong advice on how to make a request given initially, but decision not to release under FOI is correct
04/11/14	Shirebrook	Behaviour of Council tenant next door (to private property) encroaching on driveway (shared access)	Housing Legal, Governance & Elections	02/12/14	20	Shared access is offset and neighbouring tenant has right of access
07/11/14	Shuttlewood	Considers district heating charge too high	Housing	04/12/14	19	Heating charge is subsidised
12/11/14	Tibshelf	Wants Council Tax and Rent debts writing off	Housing Revenues & Benefits	02/12/14	20	Council Tax liability has been reviewed (and is no longer payable) tenancy signed in line with policy and procedure, so charge remains

Table K: 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

Table K: 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
5/11/14	South Normanton	Neighbour had planning permission, but complainant advises they are building near to or over the boundary	Planning			05/11/2014	Closed after initial enquiries - no further action as the Ombudsman is unlikely to find fault in the Council's actions, the Council has no part to play in any dispute.
14/1/15	Shirebrook	Behaviour of Council tenant next door (to private property) encroaching on driveway (shared access)	Housing Legal, Governance & Elections Estates & Properties			14/01/2015	Closed after initial enquiries - out of jurisdiction

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 1/10/14 – 24/12/14
Table B:	Compliments summary by department 2014/15
Table C:	Comments summary 1/10/14 – 24/12/14
Table D:	Comments summary by department 2014/15
Table E:	Stage one complaints summary 1/10/14 – 24/12/14
Table F:	Stage one complaints summary by department 2014/15
Table G:	Stage two complaints summary (departmental response) 1/10/14 – 24/12/14
Table H:	Stage two complaints summary (CS & I response) 1/10/14 – 24/12/14
Table I:	Stage two complaints summary by department 2014/15
Table J:	Stage three complaints summary 1/10/14 – 24/12/14
Table K:	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

30th March 2015

Commissioned Services – Bolsover Wellness Programme

Report of the Joint Assistant Director, Leisure

This report is public

Purpose of the Report

To seek Executive approval to accept the contract for re-commissioning of the Bolsover Wellness Plus and Active Confidence Programmes from 1st April 2015.

1 Report Details

Background

DCC Public Health in conjunction with the CEPT team and the Procurement Department of Chesterfield Royal hospital recently advertised a tender for the Bolsover Wellness Plus and Active Confidence Programmes for Bolsover District.

The two programmes have been developed and delivered by Bolsover Leisure Services for the past 10 years through numerous outlets such as Creswell Leisure Centre, Clowne Sports Centre, Kissingate Leisure Centre, Pleasley Vale Outdoor Activity Centre and outreach venues such as GP surgeries and village/church halls.

New commissioning targets have been highlighted in the tender to tackle physical inactivity levels, work with long term unemployed and develop programmes to work in conjunction with clients with mild to moderate mental health problems and more specific schemes with more acute mental health issues.

The scheme highlighted above will complement the existing contract with Public Health, The Derbyshire Integrated Wellbeing Approach and the recently commissioned Inactivity Funding. The total budget that is available for the Bolsover Wellness Plus Programme is £122,000 from DCC's Public Health Locality Programme and schemes have been developed to enhance the current delivery and achieve the KPI's set out in the tender documents.

The contract will be managed by the CEPT, but overseen by the Bolsover Locality Lead for Public Health. Regular contract meetings between the Bolsover Leisure Services, the CEPT and Public Health Locality Leads will take place quarterly throughout the contract.

As the ethos and brand of 'Bolsover Wellness' originates from work developed and commissioned over the period 2004 – 2014, Bolsover Partnership's Executive Board will quality assure the contract delivery.

2 Conclusions and Reasons for Recommendation

2.1 As detailed within the report.

3 Consultation and Equality Impact

3.1 Bolsover Wellness is well established across the district, and will continue but the emphasis on certain key points highlighted in the report will come into effect from 1st April 2015.

4 Alternative Options and Reasons for Rejection

4.1 Bolsover Wellness – no alternative options have been identified.

5 Implications

5.1 Finance and Risk Implications

5.1.1 The Bolsover Wellness budget is already established and the current process is seen as the re-commissioning of an existing programme with revised KPI's and target audiences.

5.2 Legal Implications including Data Protection

5.2.1 As detailed above, no additional implications are envisaged, data protection procedures are already in place.

5.3 Human Resources Implications

5.3.1 None

6 Recommendations

6.1 That authority is delegated to the Chief Executive Officer, following consultation with the Cabinet Member for Social Inclusion, to seek to accept the contract in accordance with the Procurement Rules in the Council's Constitution for the 'Bolsover Wellness Plus Programme'.

7 Decision Information

Is the decision a Key Decision? (A Key Decision is one which results in income or expenditure to the Council of £50,000 or more or which has a significant impact on two or more District wards)	Yes
District Wards Affected	All
Links to Corporate Plan priorities or Policy Framework	REGENERATION – Developing healthy, prosperous and sustainable communities. The use of funding through targeted activity that takes account of the effects upon the wellbeing of residents in local communities in respect of their health, wealth and secure employment; all of which contributes to building sustainable communities in the district. SOCIAL INCLUSION – Promoting fairness, equality and lifelong learning. STRATEGIC ORGANISATIONAL DEVELOPMENT – Continually improving our organisation

8 Document Information

Appendix No	Title
Background Papers	
Report Author	Contact Number
Lee Hickin Joint Assistant Director, Leisure	01246 242225

Report Reference –

Bolsover District Council

Executive

30th March 2015

Strategic Risk Register

This report is public

Report of Cllr E Watts, Portfolio Holder for Finance

Purpose of the Report

- To update Members concerning the current position regarding Risk Management and to seek approval for the revised Strategic Risk Register as at 31st December 2014, as part of the suite of Finance, Performance and Risk reports.

1 Report Details

Background

- 1.1. The Council's Strategic Risk Register has been developed by the Risk Management Group to take into account the issues raised within the Master Risk Register which outlines the service or operational risks faced by the Council. The Risk Management Group has also given separate consideration to the Strategic Risks which face the organisation.
- 1.2. In addition to the work undertaken at the Business Risk Group the Council also considers the issue of Risk Management at the Quarterly Directorate meeting. This allows senior managers to have a greater level of input into the shaping of the Strategic Risk Register and into the wider issues of Risk Management. It also allows service Registers to be independently reviewed on a more regular basis than was achieved by periodic review at the Business Risk Group. More recently the Strategic Risk Register was considered as part of a Member Development Day. The Strategic Risk Register is reported on a quarterly basis to both Executive and to the Audit Committee.
- 1.3. In its approach to Risk Management the Council is seeking to secure a number of objectives and to operate in line with recognised best practice. In order to appreciate the importance of Risk Management it is useful to reiterate these objectives:
 - To improve the way in which the Council manages its key risks so as to reduce the likelihood of them happening, and to mitigate their impact or magnitude in those cases where they do materialise. This is a key element in protecting service delivery arrangements, the financial position and the reputation of the Council.

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

2. The Strategic Risk Register

2.1. The revised Strategic Risk Register as at 31st December 2014 is set out in **Appendix 1** for consideration by the Audit Committee. The intention is that this review of the Register will secure the following objectives:

- Identify any newly emerging risks which need to be added to the Register and removing any risks that have been resolved. An ongoing review of the Strategic Risk Register ensures that a focus is maintained on current risks.
- Revising the Risk Register ensures that existing risks are reviewed, that appropriate mitigation remains in place, and where necessary risk assessment is revisited.
- The process also allows appropriate consideration to be given to the success of existing mitigation, and to the issue of whether any further mitigation is required.
- The Strategic Risk Register as set out in **Appendix 1** is structured so that those risks with the highest risk score are detailed first.

2.2. In overall terms a key element which emerges from the Strategic Risk Register is one of an ongoing requirement to maintain our current performance in respect of service delivery, performance and governance to local residents. The current position, however, needs to be maintained at a time when it will be increasingly necessary to manage the Council's finances in a more pro active way in order to ensure that our expenditure remains in line with the level of our resources at a time of declining financial support from central government. This is likely to entail some significant changes in the manner in which our services to local residents are delivered with the level of change required clearly having the potential

to disrupt service provision with the associated risks that such disruption entails.

- 2.3. At the quarterly Performance meetings one issue was raised in respect of the Council's position over the coming six months. This concerned the requirement to ensure that the Council's role in administering the Election process in May 2015 is appropriately handled with robust arrangements in place. Given that there are both national and local elections taking place on the same day there will be an increased level of complexity against those years in which only local elections are held. Officers are confident that providing adequate staffing resources are available that the position will be appropriately managed. However, the significant reputational damage arising from any failings was acknowledged. This issue has been incorporated into the Strategic Risk Register item number 4 which concerns the large number of projects the Council needs to deliver against the background of limited capacity. Given the importance of delivering an election the associated risks will be managed where necessary by diverting resources away from other workstreams.
- 2.4. In order to develop the understanding of risk throughout the organisations a series of training sessions for senior managers was held in the summer of 2014. These training sessions included a significant element dealing with risk management.

2 Conclusions and Reasons for Recommendation

- 2.1 The Strategic Risk Register is intended to highlight those areas where the Council needs to manage its risks effectively. One of the key purposes of this report is to set out the risks that have been identified (see Appendix 1) and to encourage both Members and Officers to actively consider whether the Strategic Risk Register and supporting Service Risk Registers actively cover all of the issues facing the Council.

Reasons for Recommendation.

- 2.2 To enable Executive to consider the risks identified within the Strategic Risk Register in order to assist in maintaining effective governance arrangements, service and financial performance.

3 Consultation and Equality Impact

Consultation

- 3.1 There are no issues arising from this report which necessitate a formal consultation process.

Equalities

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

4 Alternative Options and Reasons for Rejection

4.1 Under the relevant good practice and to facilitate the development of robust managerial arrangements the Council is required to prepare a Strategic Risk Register as part of its risk management framework and to manage its Partnership arrangements effectively. This report is in part intended for Members and Officers to consider whether the Council has adopted an appropriate approach to its management of risk and partnerships. It is part of a well established framework of debate within the Council and with external partners with options in respect of both the risks identified and the management processes considered as part of that ongoing debate.

5 **Implications**

5.1 **Finance and Risk Implications**

Financial

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

Risk

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

5.2 **Legal Implications including Data Protection**

There are no legal or data protection issues arising directly out of this report.

5.3 **Human Resources Implications**

There are no human resource issues arising directly out of this report.

6 **Recommendations**

6.1 That Executive considers the Strategic Risk Register as at 31st December 2014 as set out in Appendix 1 and makes any comments that it considers to be appropriate.

7 **Decision Information**

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

	the effective operation of the Council and its ability to secure all of the Corporate Plan priorities.
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8 Document Information

Appendix No	Title
1	Strategic Risk Register as at 31 st December 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)	
Master Risk Register	
Report Author	Contact Number
Executive Director – Operations	2431

STRATEGIC RISK REGISTER SUMMARY AS AT: 31st DECEMBER 2014

	Risk	Consequences	Risk Score (Likelihood Impact) x	Risk Score (Likelihood Impact) Taking into Account Current Controls x	Risk Owner / Lead Officer
1	Failure to deliver a balanced budget in line with the MTFP, at a time when the Council's reserves are at relatively low levels.	<ul style="list-style-type: none"> • Impact upon ability to deliver current level of services. • Unable to resource acceptable levels of service. • Significant adverse reputational Impact. 	4,4 16	3,4 12	SAMT / Chief Financial Officer
2	Adverse external economic position / government legislation, welfare reform etc. has an accelerating impact on Council (poor grant settlement), or upon the local economy (employment losses / welfare reform), to which Council is unable to adopt an appropriate change of Strategic direction. It would be reasonable to anticipate an increase in policy	<ul style="list-style-type: none"> • Unable to deliver a package of services that meet changing local needs and aspirations. • Unable to effectively support local communities. • Increased demands on Council services at a time when Council resource base is reducing. 	4,4, 16	3,4 12	SAMT / Political Leadership

	Risk	Consequences	Risk Score (Likelihood Impact)	x	Risk Score (Likelihood Impact)Taking into Account Current Controls	x	Risk Owner / Lead Officer
	announcements / legislative change following the May 2015 election.						
3	Financial position makes it increasingly difficult to recruit to key posts or to replace key staff who leave. Staff morale is adversely affected by as a result of pace of change, tightening financial circumstances or external circumstances.	<ul style="list-style-type: none"> • Deterioration in services to the public. • Increasing inefficiencies in service provision. • Weakening of Internal Control arrangements. • Increased pressure on other members of staff. 	4,4	16	3,4	12	SAMT / Asst Director HR

	Risk	Consequences	Risk Score (Likelihood Impact) x	Risk Score (Likelihood Impact)Taking into Account Current Controls x	Risk Owner / Lead Officer
4	Delivery of the Council's Agenda is dependent upon effective delivery of both a number of major initiatives inc Local and national elections, Regeneration Initiatives, HRA reform, Asset Management securing major financial savings and implementing a range of new government reforms whilst maintaining service quality, which may overstretch our reduced organisational capacity.	<ul style="list-style-type: none"> • New initiatives are not delivered in a cost-effective manner. • Failure to maintain / improve services in line with local aspirations. • Failure to generate the savings required to balance the budget. • Financial efficiencies weaken Governance / Internal Control arrangements. • Service deterioration / failure arising from capacity issues. 	4,4 16	3,4 12	SAMT / Chief Executive
5	Emergency Planning and Business Continuity arrangements fail to meet required standards when	<ul style="list-style-type: none"> • Inability of Council to provide services as a consequence of a severe catastrophic external event (e.g. flooding, major terrorist incident, flu pandemic, fire). • Failure of IT infrastructure, leading 	3,5 15	2,5 10	SAMT / Director of Health and Well Being

	Risk	Consequences	Risk Score (Likelihood Impact) x	Risk Score (Likelihood Impact)Taking into Account Current Controls x	Risk Owner / Lead Officer
	tested by flu pandemic, natural disaster (flood), etc.	to inability to effectively operate services and to safeguard income streams. <ul style="list-style-type: none"> Business Continuity Plans prove ineffective in practice. 			
6	Lack of strategic direction from Members / Corporate Management, external partners change Strategic direction.	<ul style="list-style-type: none"> Failure to deliver high quality services which address national and local priorities. Deterioration in Governance Arrangements. Refocus of current services necessary with associated disruption. 	3,4 12	3,3 9	Chief Executive / Political Leadership Team
7	A major operational or failure of data protection risk materialises resulting in a significant impact upon the Council's ability to secure its corporate objectives. Given the efficiency measures that have been introduced to date this is considered to be an increasing issue for the Council.	<ul style="list-style-type: none"> Deterioration in services to the public, potentially a major initial impact upon a local resident or a group of local residents. Significant staff and financial resources required to resolve position, impacting on other services. A major service has its operating capacity significantly impact and is required to introduce major reform in its approach to service delivery. 	3,4 12	2,4 8	SAMT / Assistant Directors
8	Governance	<ul style="list-style-type: none"> Adverse Impact upon Service 	3,4 12	2,4 8	Chief Financial

	Risk	Consequences	Risk Score (Likelihood Impact)	Risk Score (Likelihood Impact) Taking into Account Current Controls	Risk Owner / Lead Officer
	Arrangements including Performance, Finance and Risk Management need to be maintained in order to continue to operate effectively in a rapidly changing environment.	<p>Quality.</p> <ul style="list-style-type: none"> • Failure to deliver high quality services which address national and local priorities. • Significant adverse reputational impact. 			Officer / Monitoring Officer

Bolsover District Council

Executive

30th March 2015

Outcome of tender exercise to procure Automated Payment Machines for Contact Centres

Report of the Portfolio Holder for Customer Service

This report is public

Purpose of the Report

- To approve the outcome of the evaluation exercise for the above tender and obtain authority for the winning supplier to be appointed.

1 Report Details

Background

- 1.1 In January 2015 Members approved the introduction of Automated Payment Machines into the four Contact Centres.

Tender Exercise

- 1.2 The value of the contract has been estimated to be over £50,000, therefore the Contact Centre Service has been working with the Joint Procurement Unit at Chesterfield Royal Hospital on this project. The tender exercise was carried out as an open tender through Source Derbyshire online system.

- 1.3 The invitation to tender ran from the 19th January 2015 to the 16th February 2015 with two suppliers returning tenders.

- A. Banking Automation Ltd
- B. Company B

- 1.4 The evaluation took place on the 18th February 2015 and was assessed on 50% price and 50% quality. The evaluation panel consisted of the Customer Services Manager, the Joint Assistant Director of Customer Service and Improvement and a member of the Procurement Team. The Procurement team analysed and assessed the evaluations.

- 1.5 The financial and quality assessment scored as follows:

	Cost score	Quality score	Overall score
A. Banking Automation Ltd	50%	40.98%	90.98%
B. Company B	39%	32.99%	72.13%

1.9 The bid that scored best in terms of both price and quality was from Banking Automation Ltd.

2 Conclusions and Reasons for Recommendation

2.1 In consideration of the above this report is asking that the outcome of the evaluation scoring be noted and that Banking Automation Ltd be appointed.

3 Consultation and Equality Impact

3.1 Consultation in respect to the awarding of contracts is not appropriate.

3.2 A number of Equality requirements were incorporated in the tender specification, a further Equality Impact Assessment will be required once the supplier has been appointed.

4 Alternative Options and Reasons for Rejection

4.1 Given the proposed size of the contract there is no alternative method of procurement.

5 Implications

5.1 Finance and Risk Implications

The costs of the proposed contract were approved by Executive in January 2015 and have been built in to the Contact Centre budget for 2015/16. The initial cost works out at £43,920 but with maintenance costs over the life of the contract it will go over the £50,000 limit, thereby requiring a decision of Executive. It is important that the ongoing costs are maintained in the budget for future years.

5.2 Legal Implications including Data Protection

Legal will lead in approving and signing contracts.

5.3 Human Resources Implications

There are no Human Resource implications in relation to the award of this contract. Training and development for relevant employees is included in the contract.

6 Recommendations

- 6.1 To approve the outcome of the evaluation process and confirm that Banking Automation are appointed to provide four payment machines to the Council at a cost of £43,920 plus ongoing maintenance costs.

7 Decision Information

Is the decision a Key Decision? (A Key Decision is one which results in income or expenditure to the Council of £50,000 or more or which has a significant impact on two or more District wards)	Yes
District Wards Affected	All
Links to Corporate Plan priorities or Policy Framework	Providing Excellent Customer Services

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
Customer Services Manager Assistant Director – Customer Service and Improvement	Ext 2230 Ext 2343

Report Reference –

Bolsover District Council**Executive****30th March 2015****Arrears – Irrecoverable Items over £2500****Report of the Joint Executive Director Operations**

This report is public

Purpose of the Report

- Executive is requested to approve the write off of the under-mentioned irrecoverable items including costs amounting to £3,340.59 as itemised on the attached schedules.

1 Report Details

- 1.1 The report details the amounts which are recommended for write off:

Bankruptcy/ Liquidation		
No of Accounts	Type of Account	
3	Council Tax	£3,340.59
	Total	£3,340.59

- 1.2 The above schedule is recommending the write off of these outstanding debts in respect of accounts where the debtor is bankrupt / in liquidation. Given that the debtor is bankrupt / in liquidation there is no realistic prospect of recovery.

2 Conclusions and Reasons for Recommendation

- 2.1 The report seeks agreement to writing off of outstanding debts in respect of persons who are bankrupt / in liquidation. The process of writing off debts which are not collectable allows resources to be directed at those elements of outstanding debt where there is greater chance of recovery, while it improves the accuracy of the Council's financial statements in that they no longer detail debt which is effectively irrecoverable.

3 Consultation and Equality Impact

There are no issues concerning consultation or equalities arising directly from this report.

4 Alternative Options and Reasons for Rejection

The only option is not to write off the amounts concerned which for reasons outlined within the report is not considered to be an appropriate course of action.

5 Implications

5.1 Finance and Risk Implications

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

5.2 Legal Implications including Data Protection

There are no issues arising directly from this report.

5.3 Human Resources Implications

There are no issues arising directly from this report.

6 Recommendations

- 6.1 That approval is given to write off the irrecoverable items including costs amounting to £3,340.59 with the proviso that should any of the debts become collectable the amounts be re-debited.

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

8 Document Information

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

Report Reference –

COUNCIL TAX: AMOUNTS FOR WRITE OFF - BANKRUPTCY

	<u>Account Reference</u>	<u>Lead Liable Name</u>	<u>Address</u>	<u>Account Balance</u>	<u>Liabile From</u>	<u>Liabile To</u>	<u>Bill Balance</u>
1	901435876	MIDWAY HOUSING	63 KING STREET CLOWNE S43 4BS	£1,549.34	01/04/2012 01/04/2013 01/04/2014	01/04/2013 01/04/2014 10/06/2014	£ 296.70 £1,047.01 £ 205.63
2	901471953	MIDWAY HOUSING	69 KING STREET CLOWNE S43 4BS	£1,402.41	26/08/2012 01/04/2013 01/04/2014	01/04/2013 01/04/2014 10/06/2014	£ 149.77 £1,047.01 £ 205.63
3	901381221	MIDWAY HOUSING	8 PEEL STREET SOUTH NORMANTON DE55 2DE	£ 388.84	01/04/2014	25/06/2014	£ 388.84
				<u><u>£3,340.59</u></u>			

Bolsover District Council

Executive

30th March 2015

Pilot Bolsover Business Growth Fund

Report of Cllr Alan Tomlinson Portfolio Member for Regeneration

This report is public

Purpose of the Report

- To propose the establishment of the Bolsover Business Growth Fund, a grant scheme of £200,000 to be piloted over 24 months for areas ineligible for BNED LEADER funding, to be funded from the Transformation Reserves budget.

1 Report Details

- 1.1 Members will recall the joint Growth Strategy for Bolsover and North East Derbyshire District Council's was formally adopted in 2014. The strategy identifies three key priorities which will contribute to the districts growth:
- Supporting Enterprise: maintaining and growing the business base
 - Enabling Housing Growth: increasing the supply, quality and range of housing to meet the needs of the growing population and support economic growth
 - Unlocking Development Potential: unlocking the capacity of major employment sites
- 1.2 The strategy makes a clear case for supporting local economic growth and identifies examples how this can be achieved includes retention of National Non-Domestic Rates (NNDR) through modest investment.
- 1.3 Businesses have been eligible for the various funding streams operated by both Local Enterprise Partnerships (LEPs) SCR and D2N2 including:
- Regional Growth Fund (RGF) grants.
 - Unlocking Business Potential offering grants between £25,000 to £2,000,000 with a 20% intervention rate for the purposes of job creation
 - Global Derbyshire Small Business Support grants offering between £4,000 to £75,000 with a 30% intervention rate to enable projects
 - Unlocking Investment Growth offering £50,000 and £500,000 with a 25% intervention rate for key sectors of Medical/Bio-Science, transport equipment and low carbon
- 1.4 Although more funding will be made available through both LEPs (through their Growth Deal and European Infrastructure funds allocations) it is not yet known in what form this will take and when businesses will be able to access it.

- 1.5 In addition, both LEPs intermittently offer larger grants through the main RGF funding programme, although there is no bidding round currently planned. This funding has a minimum grant to businesses of £1million, with job creation again a key output.
- 1.6 Further to the LEP funding becoming available, DEFRA announced on 27th February 2015 that the BNED LEADER Approach has been allocated €1.713m for the 2014-2020 programme, which equates to £1.25m using the exchange rate at the time of writing. Of the total allocation, around £1m will be available for grants to local businesses (the NEDDC will utilise the remaining funding to administrate the scheme).

The larger towns of Shirebrook, South Normanton and Bolsover (with the exception of smaller localised areas) have not been included within the LEADER area boundary as these settlements are classified as urban built-up. To support the assessment of eligibility DEFRA have produced a tool to assess eligibility area therefore each application will be assessed to determine LEADER eligibility.

- 1.7 The Council is aware that approximately 80% of businesses in Bolsover are micro businesses i.e. they employ less than 10 people. Anecdotal feedback on LEP loans and grants is that for the vast majority of businesses the threshold is too high for the size of the business.
- 1.8 Consideration has been given by the Economic Development Team (EDT) and the Chief Executive's and Partnership Team (CEPT) how best to deliver the Growth Strategy action plan in areas not eligible for BNED LEADER funding, to ensure full coverage. Both teams have significant experience in the engagement and support to local businesses, including funding scheme management, and are best placed to develop and deliver the proposed Bolsover Business Growth Fund.
- 1.9 It is felt a Bolsover Business Growth Fund should be piloted for two years in order to assess local demand and the impact such a scheme could make. £200,000 over two years should provide sufficient funding from which to be able to effectively evaluate this impact. The focus of the grant would be businesses in which the Council were confident would achieve growth. Businesses which request funding to address decreases in trade would not be eligible as it is unlikely that the modest investment from funding would enable a long term change to their decline; such businesses would be signposted to business support services to look at how they operate.
- 1.10 The BNED LEADER approach will provide an application and approval process which can be implemented for a local scheme. It is recommended that the pilot Bolsover Business Growth Fund commences in tandem with BNED LEADER to maximise the impact of publicity and have time to train staff and integrate the new grant operating systems. DEFRA is currently considering whether to develop a simplified application form for small grants and this may be a more appropriate system to adopt than the full form. Although more operational detail will be known upon receipt of the LEADER Operations Handbook, key issues relating to the proposed delivery process are identified in Appendix 1 and 2. As this is yet to be finalised it is recommended the decision on the operation and staff resource requirements are delegated to the CEO and Leader of the council.

- 1.11 The Council would not be tied to the LEADER priorities and could either remain generalist as suggested (enabling any business to apply) or set their own priority themes) whilst retaining the right to refocus the priorities should it so wish. Focusing on Job Creation and Growth and monitoring various measures of success such as new jobs, turnover and NNDR would ensure that Growth Strategy priorities would be addressed and the impact of the Fund maximised.
- 1.12 It is felt appropriate to pilot the grant scheme for support up to £10,000 per business, with a minimum of £1000. The minimum threshold is based upon consideration of the level of resources which could be reasonably expected to be spent on administering the grant (in terms of the application, approval, payment and monitoring processes). Match funding will be expected from the businesses, to show their own commitment to the project.
- 1.13 The ongoing monitoring with the business will be collated and reviewed as part of an end-of-pilot evaluation to allow the Council to reflect on its experiences from operating the Fund. At that point the Council can consider a range of options which will likely include whether to end the Fund, continue to operate the Fund in restricted areas, roll it out to other communities, amend the operating process and increase the available funding.

2 Conclusions and Reasons for Recommendation

- 2.1 Operating the proposed Bolsover Business Growth Fund in non-BNED LEADER areas would show the Council's commitment to economic growth and enable full geographical coverage of small grants to businesses across the District.
- 2.2 The experience of increases in NNDR through the 2007-2013 BNED LEADER approach Business Rates shows the long-term benefits of providing grants to private sector recipients to develop their businesses, with the Council able to maintain its service delivery with the additional revenues.

3 Consultation and Equality Impact

- 3.1 The EDT regularly engages with businesses across the District to identify their needs, aspirations and any barriers to their growth. CEPT has similar experience in its role through delivering work related programmes, business briefings and strategy development and delivery.
- 3.2 A grant fund providing support to businesses in areas ineligible for BNED LEADER funding would ensure equitable access to grant support across the District.
- 3.3 Before officially launching the Fund, an Equalities Impact Assessment will be undertaken to ensure that the promotion of the Fund is as open and accessible as possible.

4 Alternative Options and Reasons for Rejection

- 4.1 Running the Bolsover Business Growth Fund as a pilot in non-LEADER areas reduces the risk to the Council in terms of long-term commitment whilst the impact can be assessed and reduces the need for significant cash commitment which would be required if the Fund covered all of the District.

- 4.2 Discussions were held with Newark & Sherwood District Council (N&SDC) who operate a business loan scheme. The main advantage of a loan fund is that it is replenished through repayment. However, it was felt that the costs were too high in terms of buying into N&SDC's scheme whilst establishing a BDC loan scheme was not appropriate. It would take too much time to establish a process which mitigated the legal risks to the Council and be too expensive in terms of buying in external expert advice on risk finance and management.
- 4.3 Although grants are not recyclable, they are significantly less costly to administer than a loan fund. The advantage of a grants scheme is that the BNED LEADER processes can be utilised, reducing the resource burden of establishing a new system, and the two schemes can be publicised across the district in tandem.

5 Implications

5.1 Finance and Risk Implications

- 5.1.1 It is proposed that £200,000 from the Transformational Reserve Budget is utilised over 24 months in order to operate the pilot. Funding will only be granted to businesses following a robust appraisal process with legal contracts outlining the expectations upon the funding.
- 5.1.2 The appraisal and approval process would ascertain on a case by case basis, based upon a risk analysis, whether to pay the grant in arrears or in advance of activity to ensure that the business can cashflow their project (as it could be questioned whether businesses who could do this actually required a grant). The monitoring process would ensure that the expenditure had been made on eligible and expected activities.
- 5.1.3 The Fund will primarily be publicised electronically and through face to face contact with Council staff. Where printed materials or events are required such costs will be kept to a minimum and paid for from the overall budget.

5.2 Legal Implications including Data Protection

- 5.2.1 Contracts will be established between the Council and successful applicants prior to funding being paid, to mitigate risk.

5.3 Human Resources Implications

- 5.3.1 Consideration will need to be given to the additional workload created in administering the fund for both the CEPT and EDT. It may be necessary to utilise some of the funding to pay for additional staff resource, but consideration will first be given to whether it can be effectively managed in house.
- 5.3.2 The CEPT will be responsible for administering the applications, contracting with successful applicants, assessing and processing claims, making payments and updating websites and producing press releases.

5.3.3 Collectively the Teams will undertake project appraisals, with colleagues from other departments (primarily within the Growth Directorate) encouraged to support the appraisal process and promotion.

6 Recommendations

6.1.1 That Executive approve the establishment of a pilot Bolsover Business Growth Fund, a grant scheme of £200,000 to be piloted over 24 months for areas ineligible for BNED LEADER funding, to be launched in conjunction with the BNED LEADER Approach

6.1.2 That Executive receives regular progress updates regarding the Pilot Fund and a project evaluation towards the end of the scheme.

6.2 Delegated authority is given to the CEO and Leader of the Council to agree the operational process of the scheme in conjunction with CEPT and EDT.

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	Non-BNED LEADER Approach areas
Links to Corporate Plan priorities or Policy Framework	Sustainable Community Strategy Growth Strategy Economic Development and Housing Strategy

8 Document Information

Appendix No	Title
1	Proposed Bolsover Business Growth Fund Operating Process
2	Skeleton Outline Process for Suggested Programme Delivery
Background Papers	
Report Author	Contact Number
Pam Brown, Chief Executives and Partnership Manager Alison Westray-Chapman, Joint Assistant Director for Economic Development	01246 242499 01246 242222

Proposed Pilot Bolsover Business Growth Fund

1. Background

This outline paper focuses on core elements required in delivering the Pilot Bolsover Business Growth Fund, which will grant £200,000 over 24 months to areas not eligible for BNED LEADER Approach funding (due to a falling outside of the DEFRA designated rural areas).

Discussions have been held between the Economic Development Team (EDT), Chief Executive and Partnership Team (CEPT), Chief Executive, Executive Director for Operations and the Portfolio Cabinet Member for Regeneration in order to ensure the appropriateness of this proposal.

In addition, experiences of day-to-day contact with local businesses through the EDT, BNED LEADER Approach and consultation with partners operating similar schemes such as Newark & Sherwood District Council has identified the needs of local enterprises in order to help them grow within the District.

The complexities of establishing a grant scheme are recognised and it has been agreed that managing the Fund on the same delivery lines of the 2014-2020 BNED LEADER Approach, utilising their application and approval process will provide a substantial delivery framework. DEFRA advise that the LEADER Operations Handbook will be made available in May/June 2015 and therefore many details regarding delivery will be clearer after that date.

In terms of launch and delivery it is recommended that the pilot commences in tandem with BNED LEADER to maximise the impact of publicity and ensure that full District coverage of grant opportunities can be promoted. It will also provide time to train staff and integrate the new grant operating systems.

The sections below identify the key issues which are believed to be important in terms of delivering a successful pilot which makes a significant impact to local business growth. Appendix 1 outlines a skeleton suggested programme delivery process which will demonstrate the duties of the EDT and CEPT, including the stages between application and approval, contracting, monitoring, reporting and also appeals for unsuccessful bids.

2. Grant Criteria

- Focus: Job Creation and Growth. The focus of the grant would be businesses in which the Council were confident would achieve growth. Businesses which request funding to address decreases in trade would not be eligible as it is unlikely that the modest investment from funding would enable a long term change to their decline; such businesses would be signposted to business support services to look at how they operate.
- Priority Sectors: General Enterprise and Tourism (See Example Activity below)
- Geographical Coverage: Non-BNED LEADER Areas in Bolsover (primarily Bolsover, Shirebrook and South Normanton both Capital and Revenue Grants)
- Maximum Grant of £10,000
- Minimum Grant of £1000

- Match funding will be expected from the businesses, to show their own commitment to the project.
- All activity to commence and finish between approximately June 2015-June 2017

2. Example Activity

Because of the generalist approach to the fund there will be a broad scope in terms of the projects which may come forward. Assuming some of the output criteria identified in section 3 below can be met, examples on the type of activity which can be funded could include:

- Extending and improving premises
- Employing an Apprentice (but not core staff costs)
- Financial Packages (e.g. Website, Advertising, Artwork)
- Business Start-up Costs
- Business Growth Items (e.g. Equipment, ICT, Machinery)

The EDT would discuss the particular needs of the business to ensure that the activity is appropriate and also maximise the funding made available. Although each application will be taken on its own merits, it is felt that it would be inappropriate to provide funding for stock and other consumables (as also restricted in other similar grant programmes).

Expenditure such as feasibility studies, planning application costs and consultants fees would not create any direct growth output and would be therefore ineligible from this pilot Fund.

3. Measures of Success

Measuring the impact of the funding on growth is essential to identifying the value of the Fund. Rather than having a burdensome suite of indicators, discussions with partners identify a few key criteria which can provide this evidence base:

- Jobs Created/Jobs in the Business: This output can be collected in 'real-time' to assess whether the business is growing.
- Turnover: This could be monitored on an annual basis, informed by the audited accounts of the business. By comparing the last accounts at the time of approval compared to those of the next two full accounting periods per project, a trend could be identified; as public documents provided once per year, this would place minimal workload expectations upon the business.
- National Non-Domestic Rates: This information is recorded at BDC and can therefore be collected at the same time as the Turnover details, to help form a picture of the growth with the business and any benefit to the Council and the local economy.
- Case Studies and Unexpected Outputs: The monitoring process will also allow for the gathering of information which may identify successes and be used as a "good news story" which can be promoted locally or with partners to showcase the success of BDC's support.

The information above will be collected by the EDT during monitoring visits or by the CEPT as part of the desk-based exercise.

4. Delivery Process

DEFRA is currently considering whether to develop a simplified application form for small grants and this may be a more appropriate system to adopt than the full form. If this is not forthcoming it is proposed that an Expression of Interest (EOI) and application process is developed by CEPT using best practice examples from similar initiatives.

All applications would be posted in, with a “wet signature” to reduce the risk to the Council in terms of attempted fraud. Applications would then be scanned and saved on file, accessible only to the EDT and CEPT officers involved.

In terms of launch and delivery it is recommended that the pilot commences in tandem with BNED LEADER to maximise the impact of publicity and ensure that full District coverage of grant opportunities can be promoted. It will also provide time to train staff and integrate the new grant operating systems. This will likely be in June/July 2015, meaning the pilot would end around June/July 2017.

It is proposed that the EDT/CEPT have discretion as to whether payment could be made in advance of activity to remove cashflow issues, based upon analysis of risk. The monitoring process would ensure compliance on agreed expenditure.

The proposed delivery responsibilities of the EDT and CEPT are separate although the teams will collaborate as much as possible to ensure the successful delivery of the pilot Fund. This can be summarised as:

EDT: Business engagement as the “Gateway contact” in terms of promotion, project development and on-site monitoring.

CEPT: Processing EOI's, application appraisal, contracting and desk-based monitoring, website updates and press releases.

5. Monitoring and Evaluation

Each successful business will be expected to complete monitoring reports for a period of 1 year after the award of the grant; frequency would be determined on a case by case basis. The CEPT will process these reports, which will also include analysis of expenditure evidence to ensure that it has been made on eligible activity in line with the application and funding agreement.

This will be backed up by a site visit from an EDT officer at:

- 1) project inception
- 2) after spend completion,
- 3) after an agreed period in which the impact can be measured (likely to be between 6 months and 1 year after the award of the grant).

The site visits will be used by staff to check any physical works or pieces of equipment that have been purchased and also to talk with the applicant to potentially become aware of any additional benefits from the award of the grant (indirect outputs) that can be used in the Case Studies.

6. Next Steps

- Obtain Executive Approval 30th March 2015.

- Develop more fully the application process, criteria and forms in accordance with DEFRA's guidance where appropriate
- Publicise once LEADER is confirmed and infrastructure is in place

Pam Brown
Chief Executives and Partnership Manager

18th March 2015

Allison Westray Chapman
Joint Assistant Director for
Economic Growth
18th March 2015

Outline Process: Suggested Programme Delivery

