

Date: 5 June 2015

Dear Sir or Madam,

You are hereby summoned to attend a meeting of the Executive of Bolsover District Council to be held in Chamber Suites 1 and 2 at **The Arc, High Street, Clowne** on **Monday 15 June 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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The Government Standard

EXECUTIVE AGENDA

Monday 15 June 2015 at 1000 hours in
Chamber Suites 1 and 2, 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 27 April 2015. | Attached |
| 5 | Recommended Items From Other Standing Committees None. | |
| 6 | Representatives on Outside Bodies <i>To approve the attached list of nominations</i> | |
| 7 | Corporate Plan 2015-19 <i>Recommendations on page 7/8</i> | 5-13 |

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| 8 | Information Requests – October to March 2015 <i>Recommendations on page 16</i> | 14-49 |
| 9 | CCC Quarterly Report (Q4) and Annual Summary 2014/15 <i>Recommendations on page 87</i> | 50-88 |
| 10 | Housing – Quarterly Report <i>Recommendations on page 91</i> | 89-100 |
| 11 | Strategic Risk Register <i>Recommendations on page 104</i> | 101-110 |
| 12 | Hard to Let / Sheltered Housing Update <i>Recommendations on page 115</i> | 111-116 |
| 13 | Arrears – Irrecoverable Items over £2,500 <i>Recommendations on page 118</i> | 117-123 |
| 14 | Partnership Funding and Performance Monitoring 2014/15 End of Year Report <i>Recommendations on page 125</i> | 124-126 |
| 15 | 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> | |
| 16 (KD) | Investment Property - Bolsover <i>Recommendations on page 129</i> | 127-130 |
| 17 (KD) | Mechanical & Electrical Consultant Services Procurement for District Heating Schemes <i>Recommendations on page 133</i> | 131-133 |

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.

Item 14, Investment Property, will be considered in the private section of the meeting. No representations have been received requesting that this item be heard in public.

Item 17, Mechanical & Electrical Consultant Services Procurement for District Heating Schemes was not included on the latest List of Key Decisions and Exempt Items. However, it must be considered at this meeting of Executive because urgent work is required to mitigate potential service failure. The relevant Scrutiny Chair has been informed that it is a Key Decision and has consented to it being considered in private session.

EXECUTIVE

Minutes of a meeting of the Executive held in Chamber Suites 1 and 2, The Arc, Clowne, on Monday, 27 April 2015 at 1000 hours.

PRESENT:-

Councillor E. Watts OBE in the Chair

Members:-

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

Officers:-

W. Lumley (Chief Executive), B. Mason (Executive Director – Operations), P. Hackett (Executive Director – Transformation), L. Hickin (Assistant Director – Leisure), S. Brunt (Assistant Director – Streetscene), P. Campbell (Assistant Director – Community Safety and Head of Housing), S. Chapman (Housing Strategy Manager), J. Fieldsend (Senior Principal Solicitor), M. Broughton (Commercial Property and Developments Manager), S. Chambers (Communications Manager) and M. Kane (Governance Manager)

1039. APOLOGIES FOR ABSENCE

There were no apologies for absence given at this meeting.

1040. URGENT ITEMS OF BUSINESS

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

1041. DECLARATIONS OF INTEREST

Councillor B. Murray-Carr declared a significant other interest in item 10, Shirebrook Contact Centre, and would leave the meeting for that item.

1042. MINUTES OF EXECUTIVE HELD ON 30 MARCH 2015

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

RESOLVED that the minutes of the meeting of Executive held on 30 March 2015 be approved as a correct record and signed by the Chairman.

(Governance Manager)

1043. RECOMMENDED ITEMS FROM OTHER STANDING COMMITTEES

There were no items recommended from other standing committees.

EXECUTIVE

1044. INVESTMENT OF SECTION 106 CONTRIBUTIONS IN VARIOUS SPORT AND RECREATION SCHEMES ACROSS THE DISTRICT

Executive considered a report of the Portfolio Holder for Leisure which sought approval for the investment of monies received as formal and informal commuted sums through Section 106 Agreements with developers in projects with a value in excess of £50,000.

As part of the planning process, and particularly for new housing developments, the Council had entered into a number of Section 106 Agreements with developers for the delivery of community facilities. These could be provided by the developer as part of the development or a commuted sum could be negotiated for off-site provision, particularly the enhancement or improvement of an existing facility.

Over the last few years the Council had received significant amounts of money as commuted sums to be invested in providing new or improved leisure and recreation or sports facilities. The report sought approval for the investment of the following commuted sums which would enhance and improve a number of facilities across the District:-

- £52,000 for the drainage of football pitches at Common Meadow Recreation Ground, South Normanton.
- £79,963 for drainage works to football pitches at Common Meadow Recreation Ground and South Street Recreation Ground, South Normanton.
- £60,000 for a 7v7 3G Multi-Use Games Area at Frederick Gent School, South Normanton.
- £83,000 for the enhancement and improvement of Vale Park, Carr Vale.

Moved by Councillor A. Syrett and seconded by Councillor E. Watts OBE.

RESOLVED that:-

- (1) £52,000 of "formal" Section 106 monies be invested in the drainage of the football pitches at Common Meadow Recreation Ground, South Normanton.
- (2) Pitch drainage works up to the value of £80,000 be procured as a single contract to cover Common Meadow Recreation Ground and South Street Recreation Ground, South Normanton.
- (3) £60,000 of Section 106 monies be invested from the Joint Service Centre, South Normanton in a new 7v7 3G MUGA at Frederick Gent School, subject to securing additional funding from the Football Foundation.
- (4) £83,000 of "informal" Section 106 commuted sum be invested in the enhancement and improvement of Vale Park, Carr Vale.

REASON FOR DECISION:

All of the schemes outlined complied with the requirements set out in the respective 106

EXECUTIVE

Agreements and met and identified the community need.

OTHER OPTIONS CONSIDERED: These were set out in section four of the report.

(Executive Director - Transformation)

1045. LOCAL AUTHORITY MORTGAGE SCHEME (LAMS) AND CUSTOMER SELF-BUILD SCHEME (CSB)

Executive considered a report of the Deputy Leader and Portfolio Holder for Regeneration which outlined details of the proposed development of a Local Authority Mortgage Scheme (LAMS) for Bolsover District and in particular sought approval to establish a non cash based LAMS. The report also outlined details of the Custom and Self Build Mortgage Scheme (CSB) and sought approval to establish a CSB Scheme following identification of suitable land assets and recommendation from the Asset Management Group.

The Local Authority Mortgage Scheme (LAMS) was aimed at first time buyers, providing help for those who could afford mortgage payments but not the initial deposit to get on the property ladder. Under the Scheme, Local Authorities set aside a sum of money to support a financial indemnity for the partner mortgage lender. If a potential buyer met the criteria applied by the lender and by the Local Authority to qualify for a mortgage under the Scheme then the Local Authority would provide a top-up indemnity to the value of the difference between the typical loan to value (LTV) and a 95% LTV mortgage.

The potential buyer would therefore obtain a 95% mortgage on similar terms as a 75% mortgage but without the need to provide the substantial deposit usually required. The indemnity would be in place for a fixed five year period for each mortgage granted under the Scheme and may be extended for a further two years if a mortgage were in arrears in the last six months of the initial five year period. LAMS were administered nationally by Capita Asset Service who provided the procurement framework for financial institutions to be selected from and would support the Local Authority throughout the life cycle of its LAMS.

Capita had met with members and officers in July 2014 to set out the LAMS Scheme and the CSB Scheme. At this time members were keen to roll out LAMS and CSB locally but due to the launch of the Government's Help to Buy Scheme a lender could not be identified. Capita Asset Services had now secured Leek Building Society to partner with Bolsover District Council and to offer LAMS and the Custom and Self Build Scheme locally.

Leek Building Society offered a non cash backed land scheme meaning that the indemnity was unfunded. Under a non cash backed scheme the funding would remain with the Council and was only called upon in the event of a default leading to a mortgage repossession of the property. This indemnity funding would be available for each mortgage provided for a period of five years and after this time the lender would assume full responsibility for the mortgage and any future defaults. The Local Authority would receive a premium of a fixed amount per mortgage completion, typically in the region of £500 per mortgage.

EXECUTIVE

To launch LAMS the Council was required to determine a criteria based on total indemnity, maximum loans size and postcode included. It was felt that the total indemnity should be set at the lowest level agreeable with any lender (£500,000) and the maximum loan set size be set at £150,000 based on evidence from Hometrack and advice from Capita. Given that households across the District struggled to access home ownership it was felt that it should cover all postcodes and not be restricted to certain areas.

In relation to the CSB Scheme, members were advised that Capita had been working with partners to develop something which was aimed at supporting households who wished to undertake custom or self builds to secure a mortgage. It provided 95% LTV LAMS mortgaged to the self builder and as such fully incorporated the LAMS as set out above.

Under CSB, the applicant would apply for a mortgage at the outset and, once granted, the 5% non-refundable deposit would be paid directly to the Local Authority. The Local Authority would then fund the cost of the build to completion at which point the mortgage would be provided by the lender and the initial outlay, including interest, would be repaid to the Local Authority.

The rest of the report set out benefits of the LAMS and CSB, together with examples of how it could work in practice.

Executive considered the report and raised issues relating to whether LAMS and CSB would be affected by Right to Buy. Members were advised that this matter would be explored in a policy to be agreed by Council in due course.

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

RESOLVED that:-

- (1) Executive agrees to the development of and launch of a non cash backed LAMS for Bolsover District and notes the £1,500 administration fee which would be paid from existing budgets.
- (2) Executive delegates authority to the Executive Director – Operations, following consultation with the Deputy Leader, to launch a customer and self build mortgage support scheme following identification of suitable land assets or schemes to be agreed by the Asset Management Group.
- (3) Executive notes the £2,000 administration costs of establishing a CSB Scheme which would be paid from existing budgets.
- (4) Executive recommends to Council that the maximum level of indemnity be set at £500,000 with a maximum loan size of £150,000.

REASONS FOR DECISION:

To assist first time buyers, boost the economy and thereby contribute to the Growth Strategy, increase affordable housing, decrease pressure on the Council's waiting list, provide a cash return for the Council and to meet statutory functions under the Self Build and Custom House Building Act 2015.

EXECUTIVE

OTHER OPTIONS CONSIDERED: As set out in section four of the report.

(Housing Strategy & Enabling Manager)

1046. LEISURE FACILITIES TOWARDS A SUSTAINABLE SERVICE – AWARD OF CONTRACT

Executive considered a report of the Portfolio Holder for Leisure which sought approval of an award of contract to deliver the enhanced leisure facilities at Clowne.

Council had agreed in February 2015 that £4m be set aside made up of £2m from Transformation Reserve and £2m from Prudential Borrowing, to fund and enhance leisure facilities at Clowne. Subsequently, the Chief Executive, following consultation with the Leader and Deputy Leader, approved the most appropriate procurement exercise which was via the Suffolk Coastal OJEU procurement exercise to identify and appoint a strategic leisure developer partner.

The successful contractor arising from the procurement exercise was Pulse Leisure. It was accordingly recommended that Executive approve the appointment of Pulse Leisure as the successful contractor, subject to the Council securing planning permission for the proposed development and any residual issues being satisfactorily resolved. The capital costs arising from the contract amounted to some £3,966m.

As part of consideration of the report, Executive was shown a short video showing a visual representation of the new facility.

Executive passed on their appreciation to the Executive Director – Transformation and Assistant Director – Leisure for all their work in getting the project to this stage.

Moved by Councillor A. Syrett and seconded by Councillor E. Watts OBE.

RESOLVED that:-

- (1) Executive approves the award of the contract to Pulse Fitness to deliver the enhanced leisure facilities programme at Clowne in line with their project proposal, which was attached to the report as Appendix C, agreed detailed specifications and subject to planning permission being secured and any residual issues being successfully resolved.
- (2) Executive delegates power to the Chief Executive to make any necessary changes to ensure the delivery of the enhanced leisure facilities programme within the approved budget and within the proposed timescales following consultation with the Leader and Deputy Leader of the Council.
- (3) Officers provide updates and progress reports as necessary.

REASONS FOR DECISION: To select a strategic leisure partner via the most appropriate, cost effective and risk mitigated procurement route.

EXECUTIVE

OTHER OPTIONS CONSIDERED: For the Council to undertake its own procurement exercise but this was rejected due to the successful outcome of the Suffolk Coastal exercise which mirrored this Council's requirement. This procurement exercise would incur significant costs and be time consuming, not securing economies of scale.

(Assistant Director – Leisure)

1047. THE LOCAL GOVERNMENT (ACCESS TO INFORMATION) ACT 1985

RESOLVED that under Section 100(A)(4) of the Local Government Act 1972 (as amended), the public be excluded from the meeting for the following items of business on the grounds that they involve the likely disclosure of exempt information as defined in the stated Paragraphs 1 and 3 of Part 1 of Schedule 12A of the Act and it is not in the public interest for that to be revealed.

PROV10. EXEMPT – PARAGRAPH 3 KERBSIDE RECYCLING (BURGUNDY BIN) CONTRACT EXTENTION

Executive considered a report of the Portfolio Holder for the Environment which sought approval of an extension to the Council's kerbside recyclable waste (burgundy bin) collection contract upon it reaching its fifth anniversary.

The Council had jointly procured its current kerbside recyclable waste collection service with North East Derbyshire District Council in 2010, further to which contracts were formed with the current service provider.

The contract period was five years with the option to extend for two one year periods in 2015/16 and 2016/17, allowing the contract to run for seven years by way of agreement. The contract would reach the end of its fifth year at 31 October 2015 and the report was concerned with exercising the option to extend the contract up to a further two years, expiring on 31 October 2017.

The report set out the required revisions to the contract in light of the changed market for recyclables. The projected cost based on the revised rate was £509,670.

Moved by Councillor D. Kelly and seconded by Councillor E. Watts OBE

RESOLVED that:-

- (1) The Council's kerbside recycling contract with H W Martin be extended from 1 November 2015 up to a further two years ending 31 October 2017 in accordance with clause 5.1 (conditions of contract) as set out at paragraph 2.2 of the report.
- (2) The range of materials collected be extended to include wax food packaging and the original contract varied to allow this.

EXECUTIVE

REASON FOR DECISION: By extending the current contract the Council was securing an arrangement which was affordable and more advantageous than the price which would be secured on the market.

OTHER OPTIONS CONSIDERED: To re-tender the Council's kerbside recycling contract rather than extending the existing contract. That approach was considered to present greater uncertainty for the Council as the current market for recycled materials was poor and this would influence any contract which was negotiated.

(Assistant Director - Streetscene)

Councillor B Murray-Carr left the meeting at this point in proceedings having declared a significant other interest.

1048. EXEMPT – PARAGRAPH 3 SHIREBROOK CONTACT CENTRE

Executive considered a report of the Deputy Leader and Portfolio Holder for Regeneration which sought approval from members for the capital investment in a new contact centre for Shirebrook.

Over a number of years it had been evident that the Council's contact centre in Shirebrook was in need of significant capital investment and was limited in terms of service delivery as the reception area was not adequate to facilitate the channel shift to online access and there were no meeting facilities for discreet or confidential discussions with customers. In addition, the staff conditions were poor, with no natural light or ventilation, no area for lunch breaks and poor control of heating in winter due to storage heaters.

In recent times a number of alternative locations and options had been explored but these had been ruled out due to service needs. Over the past few months officers had negotiated with the Town Council for a joint investment in the Town Council owned market store. The building sits on the Market Square and has planning consent for conversion into offices. The location and proposed area are appropriate for service delivery and future changes.

The District Council would be investing £188,000 into the new contact centre in partnership with the Town Council.

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

RESOLVED that:-

- (1) Authority be delegated to the Assistant Director – Property and Estates to enter into a lease agreement with Shirebrook Town Council on the terms outlined in the report and to make any subsequent changes to the lease agreement.

EXECUTIVE

- (2) The £188,000 of costs are funded from either capital resources or from the Transformation Reserve.
- (3) Executive endorses the Property and Estates Team to market the existing Shirebrook Contact Centre for letting or disposal following completion of the new development.

REASON FOR DECISION: To improve the service to customers by enabling online provision, improving accessibility and discreet meeting facilities for customers with sensitive issues and to provide a modern, efficient facility which has lower operational repair costs.

OTHER OPTIONS CONSIDERED: Invest the capital in the existing premises which would improve the condition of the building but fail to address the current service limitations.

(Assistant Director – Property and Estates)

Councillor B Murray-Garr rejoined the meeting at this point.

1049. EXEMPT – PARAGRAPH 3 HRA ACQUISITION AND DISPOSAL

Executive considered a report of the Deputy Leader and Portfolio Holder for Regeneration which set out a number of Housing Revenue Account (HRA) acquisitions and disposals across the District.

These included:-

- Disposal of Meadow Lane Depot, South Normanton and Park Lane, Pinxton.
- Acquisition of the former Blackwell Hotel site and decommissioning of the garage site adjoining the Hotel.

In addition, the report set out the outcome of the tender evaluation exercise to appoint a construction partner for the delivery of new build council homes and sought approval to progress the development of the HRA sites.

Executive passed on their appreciation to staff for all their work on this project.

Moved by Councillor A. Tomlinson and seconded by Councillor K. Reid.

RESOLVED that Executive:-

- (1) Purchases the former Blackwell Hotel site, Blackwell, using HRA funds.
- (2) Decommissions the Primrose Hill garage site and develops it as new build council housing.

EXECUTIVE

- (3) Notes the proposed approach to identifying gaps in land and buildings availability and opportunities within the private sector to deliver new build council homes.
- (4) Disposes of Meadow Lane Depot, South Normanton and Park Lane, Pinxton, to Futures Housing for the provision of new build affordable housing and “tops up” the Development Fund back to £70,000 to support future development.
- (5) Notes the outcome of the tender evaluation exercise to appoint Woodhead Living as the Council’s construction partner for the delivery of new build council homes.
- (6) Approves the development of the HRA sites as specified below for new build council homes:

| | Number of units |
|--------------------------|------------------------|
| Fir Close, Shirebrook | 6 units |
| Derwent Drive, Tibshelf | 12 units |
| Recreation Close, Clowne | 1 unit |
| Rogers Avenue, Creswell | 7 units |
| Blackwell Hotel Site | 7 units |
| Total | 33 |

- (7) Recommends to Council that a sum of £3,883,100 be approved to fund the schemes through use of prudential borrowing.

REASON FOR DECISION: To assist with the regeneration of the District.

OTHER OPTIONS CONSIDERED: These were covered in the report.

(Commercial Property and Developments Manager)

1050. EXEMPT – PARAGRAPH 3 HOUSING CONTRACTS

Executive considered a report of the Portfolio Holder for Housing which advised members of contracts that had been let and sought retrospective approval for these contracts.

Executive was asked to grant retrospective approval for the following contracts:

- (a) Damp proof work – awarded to Baggaley and Jenkins Remedial. Estimated Value of £75,000 per year. This is a two year contract from April 2014.

EXECUTIVE

- (b) Scaffolding – awarded to Dark Scaffolding. Estimated value was £40,000 per year. This was a two year contract with the option of two extensions each of one year.
- (c) Asbestos Removal – awarded to Kaefer through the EEM framework. Estimated value was £40,000 per year. This was a two year contract with the option of two extensions each of one year.
- (d) Solar Panels at Park Fields awarded to Nationwide Solar. The cost was around £28,000 for one installation.
- (e) Solid Fuel Servicing awarded to Sure Group. Estimated value was £15,000 for two month contract.

Moved by Councillor K. Reid and seconded by Councillor E. Watts OBE.

RESOLVED that:-

- (1) Executive retrospectively approves the following contracts:-
 - (a) Damp proof work – awarded to Baggaley and Jenkins Remedial. Estimated Value of £75,000 per year. This is a two year contract from April 2014.
 - (b) Scaffolding – awarded to Dark Scaffolding. Estimated value was £40,000 per year. This was a two year contract with the option of two extensions each of one year.
 - (c) Asbestos Removal – awarded to Kaefer through the EEM framework. Estimated value was £40,000 per year. This was a two year contract with the option of two extensions each of one year.
 - (d) Solar Panels at Park Fields awarded to Nationwide Solar. The cost was around £28,000 for one installation.
 - (e) Solid Fuel Servicing awarded to Sure Group. Estimated value was £15,000 for two month contract.
- (2) All future contracts let through the EEM framework be reported to Executive.

REASON FOR DECISION:

To enable members to retrospectively approve the contracts set out above.

OTHER OPTIONS CONSIDERED:

Direct tendering for the work, however, this was time consuming and did not provide the same level of saving.

(Assistant Director – Community Safety and Head of Housing)

The meeting concluded at 1112 hours.

**REPRESENTATIVES ON OUTSIDE BODIES 2015/2016
EXECUTIVE FUNCTIONS**

| Organisation and Representative(s) | Term of Office Expires On |
|--|--|
| Age Concern Chesterfield & District Cabinet Member for Corporate Plan, HR and Leisure | Annual Meeting of the Council |
| Ambition Partnership Group Cabinet Member for Corporate Plan, HR and Leisure | Annual Meeting of the Council |
| Arts Derbyshire Cabinet Member for Corporate Plan, HR and Leisure | Annual Meeting of the Council |
| Association of Retained Council Housing (ARCH) Cabinet Member for Housing and IT | Annual Meeting of the Council |
| Association for Public Service Excellence (a) National Cabinet Member for Health and Well Being (b) Central Region Cabinet Member for Health and Well Being | Annual Meeting of the Council Annual Meeting of the Council |
| Bolsover Community Cohesion, Audit, Legal and Governance Partnership Cabinet Member for Community Cohesion, Audit, Legal and Governance | Annual Meeting of the Council |
| Bolsover Countryside Partnership Cabinet Member for Health and Well Being | Annual Meeting of the Council |
| Bolsover District Youth Advisory Panel Cabinet Member for Corporate Plan, HR and Leisure | Annual Meeting of the Council |
| Bolsover District Community Sports Forum Cabinet Member for Corporate Plan, HR and Leisure | Annual Meeting of the Council |

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| <p>Bolsover Partnership Board Leader of the Council Deputy Leader of the Council</p> | Annual Meeting of the Council |
| <p>Bolsover Partnership – Health and Wellbeing Partnership Cabinet Member for Corporate Plan, HR and Leisure</p> | Annual Meeting of the Council |
| <p>Business Executive Advisory Group Cabinet Member for Economic Growth</p> | Annual Meeting of the Council |
| <p>Citizens Advice Bureau Board of Trustees Cabinet Member for Corporate Plan, HR and Leisure</p> | Annual Meeting of the Council |
| <p>Chesterfield and District Crematorium Joint Committee Cabinet Member for Housing and IT Cabinet Member for Health and Well Being</p> | Annual Meeting of the Council |
| <p>Community Voluntary Partners Cabinet Member for Corporate Plan, HR and Leisure</p> | Annual Meeting of the Council |
| <p>Derbyshire Economic Partnership (DEP) Leader Deputy Leader/Cabinet Member for Economic Growth (Substitute)</p> | Annual Meeting of the Council |
| <p>Derbyshire Children’s Trust Board Cabinet Member for Community Cohesion, Audit, Legal and Governance</p> | Annual Meeting of the Council |
| <p>Derbyshire Coalition for Inclusive Living Cabinet Member for Corporate Plan, HR and Leisure</p> | Annual Meeting of the Council |
| <p>Derby and Derbyshire Strategic Leadership Forum Leader of the Council Deputy Leader of the Council Chief Executive Officer (non voting)</p> | Annual Meeting of the Council |

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| <p>Derbyshire Law Centre Management Committee Cabinet Member for Corporate Plan, HR and Leisure</p> | Annual Meeting of the Council |
| <p>Derbyshire Partnership Forum Leader of the Council Deputy Leader of the Council (substitute)</p> | Annual Meeting of the Council |
| <p>Derbyshire Safer Communities Board Cabinet Member for Community Cohesion, Audit, Legal and Governance</p> | Annual Meeting of the Council |
| <p>Derbyshire Sport Cabinet Member for Corporate Plan, HR and Leisure</p> | Annual Meeting of the Council |
| <p>Derbyshire Unemployed Workers Centre Bolsover Project Cabinet Member for Corporate Plan, HR and Leisure</p> | Annual Meeting of the Council |
| <p>D2 Joint Committee for Economic Prosperity Leader of the Council Deputy Leader of the Council (Substitute)</p> | Annual Meeting of the Council |
| <p>East Midlands Councils Cabinet Member for Health and Well Being Leader of the Council (Substitute)</p> | Annual Meeting of the Council |
| <p>Frederick Gent Community Sport & Leisure Management Partnership Cabinet Member for Corporate Plan, HR and Leisure</p> | Annual Meeting of the Council |
| <p>Groundwork Creswell Cabinet Member for Economic Growth</p> | Annual Meeting of the Council |
| <p>Industrial Communities Alliance Leader of the Council Deputy Leader of the Council</p> | Annual Meeting of the Council |

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| <p>Joint Working Board (BDC/NEDDC/CBC) Leader of the Council Deputy Leader of the Council Chief Executive Officer Councillor R. Bowler (Scrutiny Representative) (Observer)</p> <p>Councillor S. Peake (Scrutiny Representative) (Substitute Observer)</p> | <p>First meeting of the Executive following Annual Council</p> |
| <p>Junction Arts Cabinet Member for Corporate Plan, HR and Leisure</p> | <p>Annual Meeting of the Council</p> |
| <p>LEADER Programme Cabinet Member for Economic Growth</p> | <p>Annual Meeting of the Council</p> |
| <p>Local Authorities Energy Partnership Cabinet Member for Health and Well Being</p> | <p>Annual Meeting of the Council</p> |
| <p>Local Government Association – General Assembly Leader of the Council</p> | <p>Annual Meeting of the Council</p> |
| <p>Local Government Information Unit Leader of the Council</p> | <p>Annual Meeting of the Council</p> |
| <p>Markham Employment Growth Zone (MEGZ) Liaison Committee Cabinet Member for Economic Growth</p> | <p>Annual Meeting of the Council</p> |
| <p>North East & Bolsover Learning Disability Partnership Board Cabinet Member for Corporate Plan, HR and Leisure</p> | <p>Annual Meeting of the Council</p> |
| <p>Older Persons Forum Cabinet Member for Corporate Plan, HR and Leisure</p> | <p>Annual Meeting of the Council</p> |
| <p>Peak District and Derbyshire Destination Management Partnership Cabinet Member for Economic Growth</p> | <p>Annual Meeting of the Council</p> |
| <p>Sheffield City Region Combined Authority Leader of the Council Deputy Leader - Substitute</p> | <p>Annual Meeting of the Council</p> |

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| Sheffield City Region Local Enterprise Partnership (LEP) Board Leader of the Council | Annual Meeting of the Council |
| Sheffield City Region Transport Committee Leader of the Council | Annual Meeting of the Council |
| Shirebrook Business Services Board Cabinet Member for Community Cohesion, Audit, Legal and Governance | Annual Meeting of the Council |
| Two Shires Credit Union Cabinet Member for Corporate Plan, HR and Leisure | Annual Meeting of the Council |

Bolsover District Council

Executive

15th June 2015

Corporate Plan 2015-2019

Report of the Chief Executive

This report is public.

Purpose of the Report

- Following internal and external consultation to present to Executive (in line with the Budget and Policy Framework within the Constitution) the proposed Corporate Plan 2015 – 2019.

1 Report Details

1.1 As part of the Growth and Transformation Programme we agreed to produce new corporate plans to begin at the start of the civic year in 2015. In July 2014 a development programme was agreed and a document produced for consideration. This formed the basis of the new proposed corporate plan.

1.2 Since July 2014 the draft corporate plan has gone through a programme of consultation which included the following groups:

- Strategic Alliance Management Team
- Senior Officers (workshop and individual contributions)
- Members (through a variety of workshops and committee meetings)
- Employees (team meetings and individual contributions)
- Trade union representatives (workshops)
- Joint Investors in People Group (values)
- Citizens Panel and Ask Derbyshire (external public consultation)
- Youth Council (meeting)
- Bolsover Partnership Executive Board and action groups (meeting)
- Partners (individual contributions)
- Parish and Town Councils (meetings).

1.3 The main public consultation was through the Citizen's Panel survey (November 2014) and Ask Derbyshire website. Some 1056 surveys were distributed and a response rate of 45% achieved. The consultation focused on three aims excluding 'Unlocking our Growth Potential' as consultation on this had already taken place as part of the Growth Strategy in 2014. In general there was overall support (between 72% - 82% agreement) for the aims and priorities within the proposed plan. Levels of disagreement were correspondingly low (between 6% - 10%). Many respondents provided written

feedback on the proposals. This has been disseminated back to departments for consideration as part of day to day work and service planning. Throughout the consultation period the proposed plan has been amended to take on board (where possible) the feedback and suggestions received.

- 1.4 As part of the approval process under the Budget and Policy Framework the corporate plan was taken to the three Scrutiny committees during April 2015. The Sustainable Scrutiny Committee raised a valid question about the wording of the domestic abuse satisfaction target. Following discussion with officers the wording has been amended. This target was not part of the public consultation. The Safe and Inclusive Scrutiny Committee welcomed the new corporate plan. The Improvement Scrutiny Committee requested that Executive be asked to consider amending the aim – ‘Providing our Customers with Excellent Service’ to ‘Continuing to provide our Customers with Excellent Service’. SAMT do not believe that the additional wording adds value to the aim which has already been consulted on with the public and work has started to embed this with officers through appraisals and service planning. It is therefore recommended that there is no amendment made. The Improvement Scrutiny Committee also asked Executive to note their concerns over standards of street cleanliness and dog fouling, stating that ‘acceptable standards were subjective and whether staffing levels within the department were sufficient to achieve the standards’.
- 1.5 The key content of the proposed Corporate Plan 2015 – 2019 is attached as Appendix 1. The Corporate Plan is currently being designed in full for approval by Council in July 2015. Once the Corporate Plan is approved monitoring of the new targets will begin and will be reported after the second quarter in October 2015. All data relating to the targets will be included in the Councils performance management system (PERFORM) which can be viewed by officers and members. The Council will issue an Annual Report on progress against the targets. Departments are currently producing Service Plans to complement the Corporate Plan once approved.

2 Conclusions and Reasons for Recommendation

- 2.1 Following a period of extensive consultation the proposed Corporate Plan 2015-2019 is presented to Executive prior to submission to Council.

3 Consultation and Equality Impact

- 3.1 An Equality Impact Assessment was started at the beginning of the process and was updated in March 2015 following the consultation. Within the corporate plan specific priorities have been included to ensure equality and diversity are embedded into the work of the Council. In addition there is a specific target on the delivery of equality objectives within the Single Equality Scheme. Other targets will also contribute to supporting disadvantage groups within society. As a result of the EIA Additional work is being undertaken to map the overall contribution of the plan to tackling disadvantage and discrimination, whilst also identifying which targets will require EIAs.
- 3.2 The timetable of internal and external consultation was produced at the start of the process in June 2014. This has been followed and additional opportunities for

consultation have been taken as they have arisen. Consultation has been a key factor in the development of the corporate plan as detailed in the sections above.

4 Alternative Options and Reasons for Rejection

Throughout the consultation period different options have been put forward. All options have been considered. Wherever possible amendments have been made following feedback. Some options may not have been viable due to cost or resource implications. Some proposals put forward as part of the public consultation fell outside the Councils remit and have been rejected for this reason.

5 Implications

5.1 Finance and Risk Implications

There is a governance risk if the Council does not have a valid corporate plan. The proposed plan will ensure that we meet good governance requirements for the next four years.

No detail in respect to finance is included within individual targets. Concern was raised by some respondents to the Citizens' Panel survey on how the Council would fund the priorities when resources are constrained. The targets within the plan will either be funded through existing budgets or business cases which will be presented to Officers/Members as appropriate. In general though, it is accepted that the targets within the Corporate Plan will provide direction for the Council in addition to the delivery of statutory day-to-day services.

The Annual Report will summarise the Councils budget position for the year as well as the performance against the Corporate Plan targets.

5.2 Legal Implications including Data Protection

There are no legal or data protection implications in the development of the corporate plan.

5.3 Human Resources Implications

Both employees and the trade unions have been involved in the development of the plan.

There are no direct human resource implications in the development of the corporate plan. Specific targets have been included that support employees within the workplace.

6 Recommendations

- 6.1 That Executive receives the key content of the Corporate Plan 2015 - 2019 prior to submission to Council in line with the Budget and Policy Framework prior to submission to Council.

- 6.2 That any minor amendments be made by the Assistant Director – Customer Service and Improvement (on behalf of the CEO) up until approval by Council.

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

8 Document Information

| Appendix No | Title |
|--|-------------------------------------|
| 1 | Proposed Corporate Plan 2015 - 2019 |
| 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) | |
| Various consultation summary documents. Citizens' Panel Survey Report (November 2014). Equality Impact Assessment. | |
| Report Author | Contact Number |
| Assistant Director- Customer Service and Improvement | BDC – 2343 NE - 7029 |

Appendix 1 Bolsover District Council Corporate Plan 2015-2019

| |
|---|
| Our Vision |
| To enhance and improve the wealth profile, well-being and quality of life for the communities of Bolsover District |
| Our Corporate Aims |
| We will focus on: <ul style="list-style-type: none">○ Unlocking our Growth Potential○ Providing our Customers with Excellent Service○ Supporting our Communities to be Healthier, Safer, Cleaner and Greener○ Transforming our Organisation |
| Our Values |
| Bolsover District Council values are that we: <ul style="list-style-type: none">○ Will show respect, honesty and openness in everything we do○ Will challenge ourselves and change for the better○ Are proud and passionate about what we do○ Will work with partners to provide quality services. |

Our Key Aim - Unlocking Our **Growth** Potential

Our Priorities

We are committed to:

- **Supporting Enterprise: maintaining and growing the business base**
- **Unlocking Development Potential: unlocking the capacity of major employment sites**
- **Enabling Housing Growth: increasing the supply, quality and range of housing to meet the needs of the growing population and support economic growth**

To deliver these priorities we will:

- Through the use of Key Account Management develop a relationship with a minimum of 50 local businesses by March 2019.
- Establish business support programme by engaging with D2N2 (Local Enterprise Partnership for Derby, Derbyshire, Nottingham and Nottinghamshire) and SCR (Sheffield City Region) Growth Hub by March 2016.
- Optimise business growth (as measured by gross NNDR) by £2.5m by March 2019.
- Support 200 young people to raise their aspirations and provide them with relevant employability skills by December 2015.
- Through the Bolsover North East Derbyshire LEADER Approach collectively support the creation of 65 sustainable jobs in the combined programme area by December 2020.
- Undertake statutory public consultation on the Local Plan (Strategic Policies and Site Allocations) in line with the adopted Local Development Scheme timetable by July 2017.
- Submit Local Plan (Strategic Policies and Site Allocations) for examination by the Planning Inspectorate by November 2017.
- Process all major planning applications 10% better than the minimum for special measures per annum.
- Deliver a minimum of 100 new Council properties by March 2019.
- Enable the development of at least 1,000 new residential properties within the district by March 2019.
- Through a programme of targeted refurbishment bring 15 empty private sector properties back into use per annum.
- Achieve an increase of £850,000 in additional New Homes Bonus from the government by March 2019.
- Work with partners to deliver an average of 20 units of affordable homes each year.
- Identify with partners key actions and funding mechanisms to bring forward priority employment sites at Markham Vale,

Shirebrook and former Coalite site by March 2016.

| Our Supporting Aims | | |
|--|---|---|
| Our Aim | Our Aim | Our Aim |
| <i>Providing Our Customers with Excellent Service</i> | <i>Supporting Our Communities to be Healthier, Safer, Cleaner and Greener</i> | <i>Transforming Our Organisation</i> |
| Our Priorities | Our Priorities | Our Priorities |
| <i>We are committed to:</i> | <i>We are committed to:</i> | <i>We are committed to:</i> |
| <ul style="list-style-type: none"> ○ <i>Increasing customer confidence and satisfaction with our services</i> ○ <i>Improving customer contact and access to information</i> ○ <i>Promoting equality and diversity</i> ○ <i>Supporting vulnerable and disadvantaged people</i> ○ <i>Providing good quality council housing where people choose to live</i> | <ul style="list-style-type: none"> ○ <i>Improving health and wellbeing by contributing to the delivery of Healthy Bolsover priorities</i> ○ <i>Increasing participation in sport and leisure activities</i> ○ <i>Working with partners to reduce crime and anti-social behaviour</i> ○ <i>Increasing recycling</i> ○ <i>Ensuring a high standard of environmental maintenance and cleanliness</i> ○ <i>Developing attractive neighbourhoods</i> | <ul style="list-style-type: none"> ○ <i>Supporting and engaging with our employees</i> ○ <i>Making the best use of our assets</i> ○ <i>Demonstrating good governance</i> ○ <i>Ensuring financial sustainability and increasing revenue streams</i> ○ <i>Transforming services through the use of technology</i> ○ <i>Actively engaging with partners to benefit our communities</i> ○ <i>Maximising opportunities with North East Derbyshire District Council through the Strategic Alliance</i> |
| <i>To deliver these priorities we will:</i> | <i>To deliver these priorities we will:</i> | <i>To deliver these priorities we will:</i> |

| | | |
|--|--|--|
| <ul style="list-style-type: none"> ○ Retain Customer Service excellence accreditation year on year. ○ Achieve an overall biennial external satisfaction rate of 85% or above for services provided by the Contact Centre. ○ Achieve an overall annual satisfaction rate of 80% or above for leisure, recreation and cultural activities and services. ○ Promote the Council website and increase (unique) visitor numbers by 7% year on year. ○ Implement the new EU Regulations on Data Protection within the timescales stipulated by the Information Commissioners Office. ○ Prevent homelessness for more than 50% of people who are facing homelessness each year. ○ Install 150 new lifelines within the community each year. ○ Process all new Housing Benefit and Council Tax Support claims within an average of 20 days. ○ Process changes to Housing Benefit and Council Tax Support within an average of 14 days. ○ Carry out 300 disability adaptations to Council houses each year. ○ Fully deliver the equality objectives identified in the Single Equality Scheme by March 2019. | <ul style="list-style-type: none"> ○ Deliver a minimum of 8000 hours of positive activity through community based culture and leisure engagement per year. ○ Increase participation/attendances in leisure, sport, recreation, health, physical and cultural activity by 3,000 per year. ○ Deliver a health intervention programme which provides 900 adults per year with a personal exercise plan via the exercise referral scheme. ○ Tackle childhood obesity through the delivery of a child focused health intervention programme to all Key Stage 2 year groups by the end of each academic year. ○ Support 417 inactive 16+ individuals per year increase their activity levels to more than 30 minutes of moderate intensity physical activity per week. ○ Provide signposting and support for people who want to volunteer and recruit 150 new volunteers by February 2016. ○ Assist partners in reducing crime by delivering 12 Crime Cracking events in the community each year. ○ With partners organise 3 community cohesion events each year to bring communities together in identified areas. ○ Achieve a combined recycling and composting rate of 49% by March 2019. ○ Sustain standards of litter cleanliness to ensure 96% of streets each year meet | <ul style="list-style-type: none"> ○ Retain accreditation against the Investors in People (IiP) extended framework by July 2015 and full external assessment in 2018. ○ Produce a Strategic Alliance People Strategy and action plan for 2016-2019 by December 2015 with Council specific objectives/ milestones as necessary. ○ Establish interest from the market to work in partnership to develop a delivery method for the development and or refurbishment of key council-owned assets and report findings back to Members by October 2015. ○ Access the potential revenue impact and develop an action plan to address issues arising from the implementation of the Minimum Energy Standards on commercial properties by April 2018. ○ Initiate a build programme for the new Clowne leisure facility by December 2015 and complete by December 2016. ○ Introduce alternative uses to 20% of garage sites owned by the Council by March 2019. ○ Produce a Procurement Strategy by March 2016. ○ Fully deliver the electoral changes to District and Parish wards as a result of the Local Government |
|--|--|--|

| | | |
|---|--|--|
| <ul style="list-style-type: none"> ○ Aim for 50% of clients expressing a positive outcome from Domestic Violence Services each year. ○ Reduce average relet times of Council properties (not including sheltered accommodation) to 20 days by March 2019. ○ Carry out 99% of emergency repairs within 6 working hours. ○ Ensure a minimum of 50% of clients receiving parenting support each year express a positive outcome. ○ Agree a project with Derbyshire County Council and other stock retaining authorities to deliver alarm monitoring to 12,000 people county wide by April 2016. | <p>an acceptable level as assessed by Local Environment Quality Surveys (LEQS).</p> <ul style="list-style-type: none"> ○ Sustain standards of dog fouling cleanliness to ensure 98% of streets each year meet an acceptable level as assessed by Local Environment Quality Surveys (LEQS). ○ Annually undertake 10 local environmental enforcement and educational initiatives in targeted areas to deal with dog fouling, littering or fly tipping. ○ Develop an action plan for the improvement of each of the four town centres by March 2019. ○ Submit a detailed scheme for the repair and restoration of New Bolsover Model Village to Heritage Lottery Fund by September 2015. ○ Reduce energy use in sheltered housing schemes by 10% by March 2019. ○ Replace each year 200 gas fired back boilers in our Council houses with more efficient 'A' rated combi boilers. | <p>Boundary Commission for England's electoral review by 1 December 2018.</p> <ul style="list-style-type: none"> ○ Reduce the percentage of rent arrears by 10% through early invention and effective monitoring by 2019. ○ Reduce the level of Former Tenants Arrears by 10% through early intervention and effective monitoring by 2019. ○ Through successful delivery of projects within the Transformation programme achieve total income/savings of £600,000 by March 2019. ○ Develop a series of strategies and plans to support the ambition of a sustainable leisure service by March 2016. ○ Increase on-line self service transactions dealt with by the Contact Centre by 20% each year. ○ Achieve the Member Development Charter by December 2018. |
|---|--|--|

Assistant Director – Customer Service and Improvement 30th July 2014. Revised 26/05/15 BDC

Bolsover District Council

Executive

15th June 2015

Information Requests – October to March 2015

Report of the Council Leader

This report is public

Purpose of the Report

- To provide information on requests made under the Freedom of Information Act 2000, Environmental Information Regulations 2004 and Data Protection Act 1998 for the period 1st October 2014 to 31st March 2015 and a summary for 2014/15.

1 Report Details

Freedom of Information and Environmental Information Requests

1.1 Volumes

- 253 Freedom of information (FOI) requests
- 60 Environmental information requests (EIR)
- 313 Requests received in total for processing

Table A provides a graphical breakdown by month for FOI/EIR volumes for 2014/15.

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

1.2 Performance

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

- All requests (313) responded to within 20 working days.

1.3 Other Information

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

For this period we have received multiple requests for information concerning Sherwood Lodge – its sale and redevelopment (5 requests). Other multiple requests

have concerned information we regularly publish on our website – details of public health funerals, business rate accounts in credit, empty commercial properties, business rate (occupied) listings including reliefs and new businesses becoming liable for business rates.

Table D provides a summary of the EIR requests received by date order. Please note that the summary does not contain the 51 requests for Con 29 questions i.e. property search information.

1.4 **2014/15 Summary**

For the year we received 526 FOI requests and 94 EIR requests making a total of 620 requests for 2014/15. This represents an increase of 9.5% (54 requests) when compared to 2013/14 (566 requests received).

Overall, all requests were responded to within the standard of 20 working days.

Data Protection Requests

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

1.6 **Volumes**

- 7 Subject Access requests received
- 12 Third party requests received for personal data held

1.7 **Performance**

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

1.8 **2014/15 Summary**

For 2014/15 we received 35 requests in total –13 Subject Access requests and 22 Personal Data requests. This represents a similar level to 2013/14 (36 requests). All were responded to within the statutory timescale (Subject Access Request average – 17 days and Third Party Requests – 3 days).

2 Conclusions and Reasons for Recommendation

2.1 Requesters are increasingly aware of their rights of access to information and are using them in increased numbers.

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

3 Consultation and Equality Impact

3.1 Not applicable

4 Alternative Options and Reasons for Rejection

4.1 Not applicable

Implications

5.1 Finance and Risk Implications

None

5.2 Legal Implications including Data Protection

None

5.3 Human Resources Implications

None

6 Recommendations

6.1 That the report be received

7 Decision Information

| | |
|--|--|
| Is the decision a Key Decision? (A Key Decision is one which results in income or expenditure to the Council of £50,000 or more or which has a significant impact on two or more District wards) | No |
| District Wards Affected | None |
| Links to Corporate Plan priorities or Policy Framework | <ul style="list-style-type: none">• Providing excellent customer focused services• Compliance with our Access to Information Policy |

8 Document Information

| Appendix No | Title |
|--------------------|--|
| Table A | Information Request Volumes by Month for 2014/15 |
| Table B | Information Requests by Department October to March 2015 |
| Table C | FOI Summary by date (October to March 2015) |

| | |
|--|---|
| Table D | EIR Summary by date (October to March 2015) |
| Background Papers (These are unpublished works which have been relied on to a material extent when preparing the report. They must be listed in the section below. If the report is going to Cabinet (NEDDC) or Executive (BDC) you must provide copies of the background papers) | |
| Not applicable | |
| Report Author | Contact Number |
| Kath Drury – Information & Engagement Manager | 01246 242280 |

Report Reference –

Information Requests - 2014/15

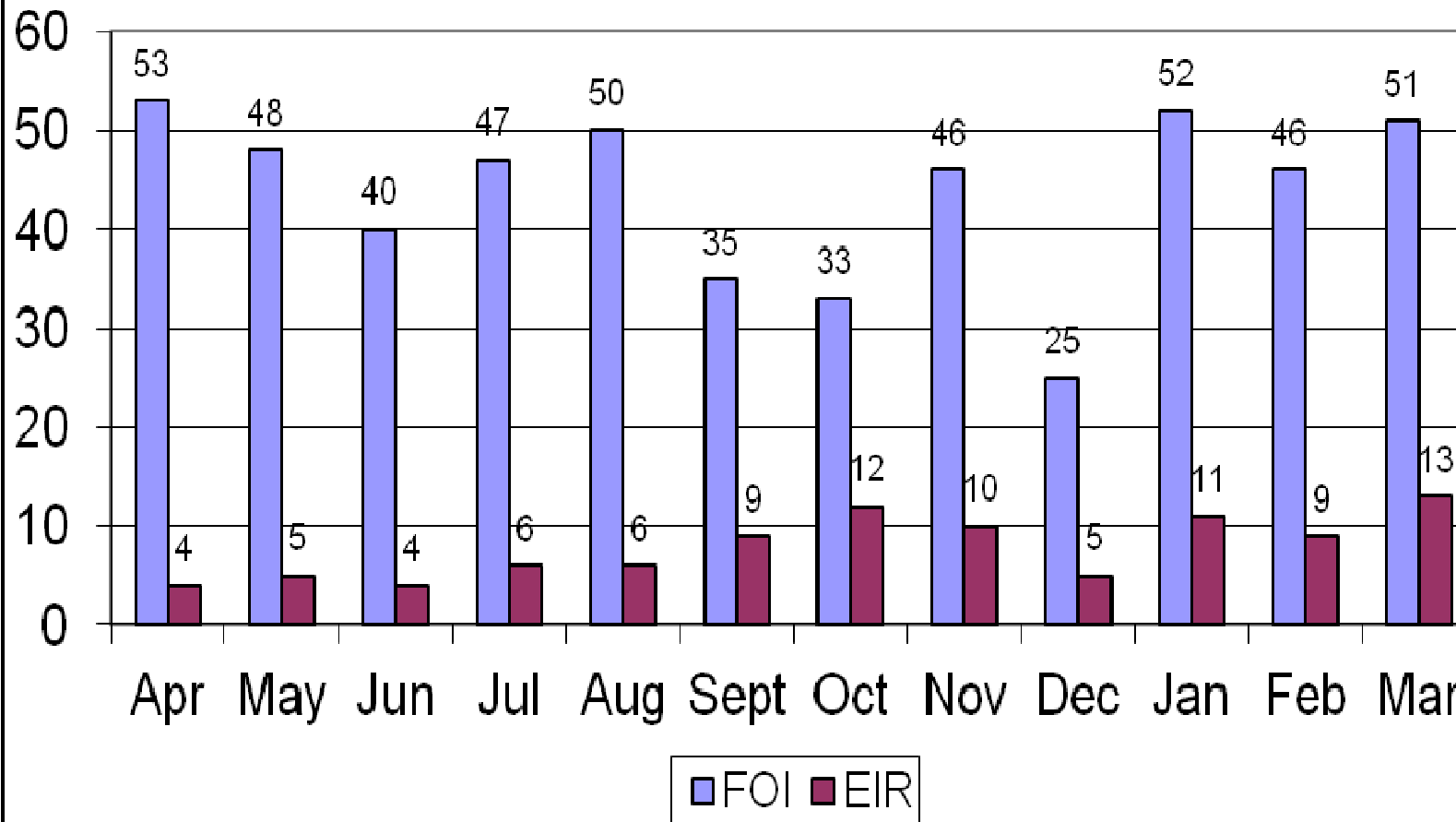


Table B: Information Requests by Department October 2014 to March 2015

| Department/Section | October 2014 to March 2015 | | | |
|--------------------------------------|----------------------------|------------------------|-----------------|---------------------------|
| | No. of requests | Freedom of Information | Data Protection | Environmental Information |
| Chief Executive and Partnership Team | 11 | 9 | 2 | |
| Human Resources & Payroll | 27 | 23 | 4 | |
| Legal | 20 | 17 | 2 | 1 |
| Governance | 18 | 14 | 4 | |
| Customer Service & Improvement | 82 | 80 | 2 | |
| Financial Services | 38 | 36 | 2 | |
| Contact Centres | 7 | 2 | 5 | |
| Revenues & Benefits | 54 | 38 | 16 | |
| Shared Procurement Unit | 1 | 1 | | |
| Shared ICT | 20 | 20 | | |
| Economic Development (Regeneration) | 15 | 11 | 4 | |
| Planning | 56 | 21 | 4 | 31 |
| Environmental Health | 62 | 31 | 6 | 25 |
| Leisure | 14 | 10 | 4 | |
| Streetscene Services | 19 | 17 | 2 | |
| Community Safety | 11 | 7 | 4 | |
| Housing | 37 | 26 | 11 | |
| BCN (Building Control) | 52 | 1 | 2 | 49 |
| Estates & Property | 19 | 17 | 2 | |
| Internal Audit | 1 | 1 | | |
| Totals | 564 | 382 | 76 | 106 |

Table C: Freedom of Information Requests Summary October to March 2015

| Date Received | Reference | Summary of Request | Departments Request Sent To | No of work days | Information released |
|---------------|------------|--|--|-----------------|--------------------------------------|
| 01/10/14 | F/277/1415 | Questions on organisations mobile phone and mobile data contract(s) | Finance | 14 | Partially some information not held |
| 01/10/14 | F/278/1415 | Information in relation to business rates accounts that have a credit on their account above £1,000 | Customer Service & Improvement (Revenues) | 3 | Yes given link to website |
| 02/10/14 | F/279/1415 | Please confirm whether or not framework/contract for, BDC/SPU/WNF1/11 - Provision of a bespoke/intensive business start up programme for people with disabilities, will be renewed | CEPT | 13 | Yes |
| 02/10/14 | F/280/1415 | Details on all properties benefiting from mandatory charitable relief in respect of payment of Business Rates | Revenues | 8 | Yes given link to website |
| 02/10/14 | F/281/1415 | Further information required in relation to taxi licensing | Environmental Health (Licensing) | 14 | Partially, some information not held |
| 06/10/14 | F/282/1415 | Information on members past and present who may have been of Nigerian descent | Governance | 11 | No information held |
| 06/10/14 | F/283/1415 | Spraying of verges on Slayley View Road Barlborough | Streetscene | 11 | No information held |
| 06/10/14 | F/284/1415 | Information on plans and costs for Sherwood Lodge and The Arc | Planning, Legal, Estates & Property, Finance | 12 | Partially, some not held |
| 08/10/14 | F/285/1415 | Information on housing allocations and domestic violence | Housing | 15 | Yes |
| 08/10/14 | F/286/1415 | Information on Festive injuries on council property | Finance | 9 | No information held |
| 09/10/14 | F/287/1415 | Details of all businesses/non domestic rate payers both receiving relief and not | Customer Service and Improvement (Revenues) | 2 | Yes given link to website |

Table C: Freedom of Information Requests Summary October to March 2015

| Date Received | Reference | Summary of Request | Departments Request Sent To | No of work days | Information released |
|---------------|------------|---|---|-----------------|---|
| 10/10/14 | F/288/1415 | Up to date list of companies and charities that have recently become liable for business rates from 28th September 2014 to 15th October 2014 | Customer Service and Improvement (Revenues) | 2 | Yes given link to website |
| 10/10/14 | F/289/1415 | Arrears for people not in receipt of a discount of 100% on their council tax as a result of either the changes in 2013 or 2014 broken down by registered carer/receipt of recorded disability-related benefits/war widow/widowers pension/war disablement pension | Revenues | 7 | Partially, some information exceeds appropriate limit |
| 10/10/14 | F/290/1415 | Details on any commercial property that has a non active/closed business rate account and/or is listed as being in administration/liquidation that has a credit on the account | Customer Service and Improvement (Revenues) | 2 | Yes given link to website |
| 13/10/14 | F/291/1415 | Dates required for a councillor's election to sit on Planning Committee and when elected chairman | Governance | 18 | Yes |
| 14/10/14 | F/292/1415 | Amount received via precept for last financial year and amount put aside as a contingency fund for Parish and Town Councils | Finance | 5 | No information held |
| 17/10/14 | F/293/1415 | Information on Leisure Services at the Arc, Clowne | Leisure | 13 | Partially, some information not held |
| 13/10/14 | F/294/1415 | Update to organisational information | Customer Service and Improvement | 5 | Yes given link to website |
| 15/10/14 | F/295/1415 | Updated information on external/3rd party hosting | ICT | 5 | Yes |
| 13/10/14 | F/296/1415 | Information on qualified environmental health practitioners/officers who specialise in food hygiene and food safety work | Environmental Health (Commercial) | 17 | Partially, some information not held |

Table C: Freedom of Information Requests Summary October to March 2015

| Date Received | Reference | Summary of Request | Departments Request Sent To | No of work days | Information released |
|----------------------|------------------|--|---|------------------------|---|
| 22/10/14 | F/297/1415 | List of empty commercial and residential properties | Customer Service & Improvement (Revenues), Revenues | 3 | Partially some exempt Section 31(1) Law enforcement |
| 23/10/14 | F/298/1415 | Number of road legal electric powered vehicles BDC currently owns, manages or leases and latest recorded population figure | Streetscene, Customer Service & Improvement | 2 | Yes |
| 24/10/14 | F/299/1415 | Number of applications received whether unsuccessful or not under Community Right to Bid subsequent to the passage of the Localism Act 2011 | Governance | 2 | Yes |
| 24/10/14 | F/300/1415 | Number of public health funerals paid for in part or in full by council over past 10 years from 2004/5 to 2013/14 | Environmental Health (Residential) | 15 | Yes given link to website and some information provided |
| 27/10/14 | F/301/1415 | How much Morrison's have paid for Sherwood Lodge site, how many independent valuations were obtained. Does purchase price cover all other gains to purchaser. Any clauses in agreement with council which enable purchaser to reduce price paid and size of proposed store and carpark | Legal, Estates & Property, Planning | 13 | Yes |
| 27/10/14 | F/302/1415 | Full and up to date list of charities and companies that have become liable for business rates between 12th and 31st October 2014 | Customer Service & Improvement (Revenues) | 1 | Yes given link to website |
| 27/10/14 | F/303/1415 | Interserve contract information in relation to asbestos management services | Estates & Property, Housing | 5 | Yes |

Table C: Freedom of Information Requests Summary October to March 2015

| Date Received | Reference | Summary of Request | Departments Request Sent To | No of work days | Information released |
|----------------------|------------------|--|---|------------------------|---|
| 28/10/14 | F/304/1415 | Number of people who currently have licenses to keep spiders under the Dangerous Wild Animals Act 1976 | Environmental Health (Commercial) | 14 | No information held |
| 28/10/14 | F/305/1415 | Information on structure of H/R & Payroll dept, what system they use and contact details of senior management | Human Resources & Payroll, Customer Service & Improvement | 3 | Yes |
| 29/10/14 | F/306/1415 | Further questions in relation to F/284/1415 - the sale of Sherwood Lodge - vat status of the money paid and information on outstanding problems associated with transport and drainage matters | Legal, Planning | 14 | Yes |
| 29/10/14 | F/307/1415 | Questions on private rented housing for EHO and Housing staff | Environmental Health (Residential), Housing | 13 | Partially, some information not held |
| 30/10/14 | F/308/1415 | Questions relating to chairman of Planning Committee | Legal, Customer Service & Improvement (Communications), Human Resources & Payroll, Finance, Audit | 12 | Partially, some information not held |
| 31/10/14 | F/309/1415 | Questions relating to number of right to buy homes and receipts for first quarter of 2012/13 | Finance | 13 | Yes |
| 03/11/14 | F/310/1415 | Wages and payscales for refuse collectors as employed by BDC and their agents | Streetscene, Customer Service & Improvement | 13 | Partially, some information on website, some not held |
| 03/11/14 | F/311/1415 | Information on cost of stray dogs for 2014 if financial year runs January to December or 2013/14 if it runs April to March | Environmental Health (Commercial) | 13 | Partially, some information not held |

Table C: Freedom of Information Requests Summary October to March 2015

| Date Received | Reference | Summary of Request | Departments Request Sent To | No of work days | Information released |
|---------------|------------|--|---|-----------------|--------------------------------------|
| 03/11/14 | F/312/1415 | Details on procurement of lighting products for the authority | Estates & Property, Housing | 15 | Yes |
| 05/11/14 | F/313/1415 | Information on people dying with no known next of kin from 01/06/14 to date | Customer Service & Improvement (Environmental Health) | 1 | Yes given link to website |
| 05/11/14 | F/314/1415 | Information on IT server, storage, maintenance support contracts | ICT | 13 | Yes |
| 06/11/14 | F/315/1415 | Live business rates accounts with rateable value greater than or equal to £5,000 plus list of empty commercial properties | Customer Service & Improvement (Revenues) | 0 | Yes given link to website |
| 05/11/14 | F/316/1415 | Credits held for ratepayers in respect of Business Rates | Customer Service & Improvement (Revenues) | 1 | Yes given link to website |
| 06/11/14 | F/317/1415 | Council use of Regulation of Investigatory Powers Act (RIPA) | Legal, Environmental Health (Commercial/Residential), Planning, Community Safety, Housing, Benefits | 15 | Partially, some information not held |
| 10/11/14 | F/318/1415 | Spending Information for consultants, agency staff, street cleaning, children's services and child protection/safeguarding for 2010/11, 2011/12, 2012/13 and 2013/14 | Finance | 14 | Partially, some information not held |
| 10/11/14 | F/319/1415 | Ratepayer Names, Account Number, Current Balance for Amney Plc, Enterprise Plc | Revenues | 10 | No information held |
| 06/11/14 | F/320/1415 | How many pauper burials did BDC pay for in years 2010/11, 2011/12, 2012/13, 2013/14 and cost to BDC | Customer Service & Improvement (Environmental Health) | 4 | Yes given link to website |

Table C: Freedom of Information Requests Summary October to March 2015

| Date Received | Reference | Summary of Request | Departments Request Sent To | No of work days | Information released |
|----------------------|------------------|--|--|------------------------|--------------------------------------|
| 10/11/14 | F/321/1415 | Travel expenses for various councillors for 2010/11, 2011/12, 2012/13, 2013/14 and why this information is not published | Human Resources & Payroll | 17 | Partially, some information not held |
| 10/11/14 | F/322/1415 | Information on IT disposal company/contracts/security accreditations/disposal of equipment | ICT | 16 | Partially, some information not held |
| 10/11/14 | F/323/1415 | Questions on means testing for social care costs and council tax support | Benefits | 16 | Partially, some information not held |
| 10/11/14 | F/324/1415 | Up to date list of companies/charities that have become liable for business rates between 1st and 15th Nov 2014 | Customer Service & Improvement (Revenues) | 9 | Yes given link to website |
| 12/11/14 | F/325/1415 | Any details/reports on plans to build a monument or similar to celebrate council's success | Customer Service & Improvement, CEPT, Economic Development | 14 | No information held |
| 13/11/14 | F/326/1415 | Details for Planning Policy and Development Control | Customer Service & Improvement | 2 | Yes |
| 13/11/14 | F/327/1415 | ICT asset disposal and recycling | ICT | 13 | Partially, some information not held |
| 13/11/14 | F/328/1415 | Information on staff/services to undertake work on healthy diet/reducing obesity/reducing drinking/reducing smoking | Leisure | 13 | Partially, some information not held |
| 13/11/14 | F/329/1415 | Information on ex-offenders and B&B placements for 2009/10, 2011/12, 2012/13, 2013/14, 2014/15 | Housing | 13 | No information held |
| 13/11/14 | F/330/1415 | List of Hackney Carriage companies/ phone numbers/email addresses | Environmental Health (Licensing) | 14 | Partially, some information not held |

Table C: Freedom of Information Requests Summary October to March 2015

| Date Received | Reference | Summary of Request | Departments Request Sent To | No of work days | Information released |
|---------------|------------|---|---|-----------------|--------------------------------------|
| 14/11/14 | F/331/1415 | List of all commercial properties liable for business rates | Customer Service & Improvement (Revenues) | 2 | Yes given link to website |
| 24/11/14 | F/332/1415 | What expenditure is incurred in addition to the obvious costs of stationary and postage for BDC to arrive at £48 cost charged to defendant in relation to Council Tax summonses. | Revenues | 13 | Yes |
| 17/11/14 | F/333/1415 | Information on contractors whose contract is due to expire between 31st Jan and 31st July 2015 | All departments | 20 | Partially, some information not held |
| 17/11/14 | F/334/1415 | Council's budget for sport and fitness facilities, maintenance of parks and play areas, how many leisure centres and public swimming pools we own for 2011/12,2012/13 and 2013/14 | Leisure | 13 | Yes |
| 17/11/14 | F/335/1415 | Which Assessment Management Software is used within the council in regard to housing stock | Housing | 16 | Partially, some information not held |
| 18/11/14 | F/336/1415 | Information in respect of masts and antennas/details of Mobile Operators Association Annual Rollout Plan for area | Planning | 16 | Yes |
| 20/11/14 | F/337/1415 | Details of all Heads of Service and above to include name, job title, email address and direct telephone number plus organisation structure charts | Customer Service & Improvement | 4 | Yes |
| 20/11/14 | F/338/1415 | Number of employees within organisation and number of sickness days taken for 2009,2010,2011,2012,2013,2014 | Human Resources & Payroll | 14 | Partially some information not held |
| 21/11/14 | F/339/1415 | Name and contact details of chairperson of committee that deals with dog breeding licensing | Governance | 14 | Yes |

Table C: Freedom of Information Requests Summary October to March 2015

| Date Received | Reference | Summary of Request | Departments Request Sent To | No of work days | Information released |
|----------------------|------------------|---|--|------------------------|--------------------------------------|
| 21/11/14 | F/340/1415 | List of business addresses with rateable values between £2,000 and £12,000 that are not in receipt of small business rate relief | Customer Service & Improvement (Revenues) | 3 | Yes given link to website |
| 21/11/14 | F/341/1415 | Do we employ direct labour organisation for buildings maintenance/buildings outside social housing/highways/parks and grounds | Housing, Estates & Property, Streetscene | 14 | Partially, some information not held |
| 21/11/14 | F/342/1415 | How many planning permissions for housing developments have been refused in past 2 years/appeals lost/appeal hearings and costs | Planning | 14 | Partially, some information not held |
| 24/11/14 | F/343/1415 | Information in regard to conversion of offices (Use Class B1 (a) to residential accommodation (Use Class C3) under permitted development rights promulgated in May 2013 as a result of which express planning permission is no longer needed for such conversions | Planning | 13 | Yes |
| 24/11/2014 | F/344/1415 | Pest control information for present and 2009/10 and 2013/14 | Environmental Health (Residential), Human Resources & Payroll, Finance | 16 | Partially, some information not held |
| 24/11/2014 | F/345/1415 | Information on Christmas cards sent out by leader of council and/or mayor | CEPT | 13 | Yes |
| 24/11/2014 | F/346/1415 | Number of local authority commissioned refuge places for 2009/10, 2010/11, 2011/12, 2012/13 and 2013/14 | Customer Service & Improvement (Housing) | 3 | No information held |

Table C: Freedom of Information Requests Summary October to March 2015

| Date Received | Reference | Summary of Request | Departments Request Sent To | No of work days | Information released |
|---------------|------------|---|---|-----------------|--|
| 25/11/2014 | F/347/1415 | Up to date list of companies/charities that have become liable for non domestic rates between 15th November to 30th November 2014 | Customer Service & Improvement (Revenues) | 2 | Yes given link to website |
| 26/11/2014 | F/348/1415 | Information on fleet management, vehicle leasing and maintenance contracts | Streetscene, Finance | 14 | Yes |
| 26/11/2014 | F/349/1415 | Information on every open/live account regarding Business Rates | Customer Service & Improvement (Revenues) | 3 | Yes given link to website |
| 26/11/2014 | F/350/1415 | Details of all non-domestic rate payers in receipt of small business rate relief | Customer Service & Improvement (Revenues) | 3 | Yes given link to website |
| 27/11/2014 | F/351/1415 | How much is spent on insuring against terrorism | Finance | 13 | No information held |
| 27/11/2014 | F/352/1415 | How many DWAA licences are currently issued in area and for what species | Environmental Health (Commercial) | 13 | Yes |
| 28/11/2014 | F/353/1415 | List of all occupied business premises with rateable values up to £49,999 | Customer Service & Improvement (Revenues) | 2 | Yes given link to website |
| 28/11/2014 | F/354/1415 | Policy on maintenance teams taking home their work vans | Housing | 15 | Yes |
| 28/11/2014 | F/355/1415 | Information required on dog fouling in Shirebrook | Environmental Health (Commercial), Community Safety | 14 | Yes |
| 01/12/2014 | F/356/1415 | Information on council officers suspended due to allegations of gross misconduct between April 1 2010 and November 30 2014 | Human Resources & Payroll | 11 | Partially, some information exempt Section 40 (2)Personal information requested by third party |

Table C: Freedom of Information Requests Summary October to March 2015

| Date Received | Reference | Summary of Request | Departments Request Sent To | No of work days | Information released |
|---------------|------------|---|---|-----------------|--|
| 02/12/2014 | F/357/1415 | Information on council tax arrears in relation to charging and bankruptcy orders for last five years | Revenues | 11 | Yes |
| 02/12/2014 | F/358/1415 | Breakdown of credit balances accrued for all amounts owing to all incorporated companies | Customer Service & Improvement (Revenues) | 2 | Yes given link to website |
| 02/12/2014 | F/359/1415 | Information on council owned carparks and their maintenance | Finance, Estates & Property | 11 | Partially some information not held |
| 03/12/2014 | F/360/1415 | How much was spent on translating documents, web pages, leaflets and interpreters in 2011/12, 2012/13 and 2013/14 | Customer Service & Improvement, Community Safety | 10 | Yes |
| 04/12/2014 | F/361/1415 | Copy of act of law clearly defining charging former tenants lieu of notice charges, policy on how this should be communicated to former tenants, also who CEO is accountable to | Housing, Legal | 18 | Yes |
| 04/12/2014 | F/362/1415 | What contracts are in place for senior/director level recruitment and when are they up for renewal | HR & Payroll | 9 | No information held |
| 04/12/2014 | F/363/1415 | Any ratepayers in last 6 months who are currently involved in recovery action for unpaid business rates | Revenues | 13 | No exempt Section 43(2) Commercial Interests and Section 31(1) Law Enforcement |
| 05/12/2014 | F/364/1415 | List of all commercial properties, rateable value and whether they are in receipt of relief | Customer Service & Improvement (Revenues) | 3 | Yes given link to website |
| 05/12/2014 | F/365/1415 | Details of all animals requiring licensing under Dangerous Wild Animals Act 1976 | Customer Service & Improvement (Environmental Health) | 10 | Yes |

Table C: Freedom of Information Requests Summary October to March 2015

| Date Received | Reference | Summary of Request | Departments Request Sent To | No of work days | Information released |
|---------------|------------|--|--|-----------------|--------------------------------------|
| 08/12/2014 | F/366/1415 | Debt collection practice specifically on council tax arrears and impact of council tax collection policies on children | Revenues, Benefits | 9 | Partially, some information not held |
| 09/12/2014 | F/367/1415 | How many people hired on consultancy basis on a salary of £70,000 or more in last 12 months, how much is spent on agency staff and how many were made redundant who earned £70,000 or more | Human Resources & Payroll, Finance | 15 | Partially, some information not held |
| 10/12/2014 | F/368/1415 | Do we outsource/purchase or use external recruitment or staffing services | Customer Service & Improvement (Human Resources & Payroll) | 3 | No information held |
| 10/12/2014 | F/369/1415 | Number of hackney carriage drivers, hackney carriage vehicles, private hire drivers, private hire operators licences for 1 April 2008 to 1 April 2014 and number of new applications | Environmental Health (Licensing) | 14 | Yes |
| 10/12/2014 | F/370/1415 | Information on how much official IL2 IL3 data as a percentage and total capacity of all data we hold is stored and have we recorded any DP breaches in last 12 months | ICT, Customer Service & Improvement | 14 | Partially, some information not held |
| 11/12/2014 | F/371/1415 | Details of ratepayers in area and any relief they are receiving | Customer Service & Improvement (Revenues) | 3 | Yes given link to website |
| 11/12/2014 | F/372/1415 | How much billed council tax was not collected by BDC in last fully reported year | Revenues | 13 | Yes |
| 12/12/2014 | F/373/1415 | Information on people who have died with no next of kin being known at time of death from 01/09/14 to date | Customer Service & Improvement (Environmental Health) | 3 | Yes given link to website |

Table C: Freedom of Information Requests Summary October to March 2015

| Date Received | Reference | Summary of Request | Departments Request Sent To | No of work days | Information released |
|----------------------|------------------|---|---|------------------------|--------------------------------------|
| 16/12/2014 | F/374/1415 | All commercial properties currently not receiving any types of business rates relief | Customer Service & Improvement (Revenues) | 2 | Yes given link to website |
| 17/12/2014 | F/375/1415 | Information on communications budget for 09/10, 10/11, 11/12, 12/13, 13/14 and 14/15, staff employed and investigations into suspected leaks of information | Customer Service & Improvement | 17 | Partially, some information not held |
| 18/12/2014 | F/376/1415 | Information on Animal Welfare Law Enforcement and Inspections 2013 | Environmental Health (Commercial) | 9 | Partially some information not held |
| 18/12/2014 | F/377/1415 | Information on sanctuary scheme for 2009/10, 2010/11, 2011/12, 2012/13 and 2013/14 | Customer Service & Improvement (Housing) | 2 | No information held |
| 19/12/2014 | F/378/1415 | Software and/or hardware BDC uses for filtering/blocking/monitoring access to the internet for council staff and education users | ICT | 8 | Yes |
| 19/12/2014 | F/379/1415 | Confirmation as to whether a provision for unlawful charging of LLC1 and Environmental Information fees has been agreed within our finances by BDC or is in the process of being agreed | Finance, Legal | 8 | Yes |
| 24/12/2014 | F/380/1415 | How many people in total were registered as homeless over last 4 years and how many were turned away | Housing | 14 | Yes |
| 02/01/2015 | F/381/1415 | Information on surveillance, when last time we were inspected by Office of Surveillance | Legal | 10 | Partially, some information not held |
| 02/01/2015 | F/382/1415 | Information regarding public health funerals. | Environmental Health (Residential) | 15 | Partially, some information not held |
| 05/01/2015 | F/383/1415 | Information concerning Sherwood Lodge payment and development | Legal, Planning | 11 | Yes |

Table C: Freedom of Information Requests Summary October to March 2015

| Date Received | Reference | Summary of Request | Departments Request Sent To | No of work days | Information released |
|---------------|------------|--|--|-----------------|--------------------------------------|
| 02/01/2015 | F/384/1415 | Information in relation to private sector dwellings and complaints | Housing, Environmental Health (Residential), Revenues | 16 | Partially, some information not held |
| 05/01/2015 | F/385/1415 | Council procedure for external litter bins. | Streetscene | 10 | Partially, some information not held |
| 05/01/2015 | F/386/1415 | Information about Council Tax Support Scheme 2015/16 | Benefits | 11 | Yes |
| 05/01/2015 | F/387/1415 | Information about garages available for rent or owned by the local authority in 2015 and 2010. | Housing | 15 | Partially, some information not held |
| 05/01/2015 | F/388/1415 | Information regarding compliance with PCI DSS standard to secure credit card data. | Customer Service & Improvement, Finance | 16 | Partially, some information not held |
| 05/01/2015 | F/389/1415 | Copies of food testing certificates carried out on behalf of authority in 2014 calendar year. | Environmental Health | 16 | No information held |
| 07/01/2015 | F/390/1415 | Information on the effectiveness of local authorities' enforcement activities in the private rented sectors. | Environmental Health | 14 | Partially, some information not held |
| 07/01/2015 | F/391/1415 | Copy of local authority's assets register for buildings and land and the total number of works of art owned by local authority. | Customer Service & Improvement, Estates & Property, Economic Development, Leisure, Finance, CEPT | 14 | Yes |
| 07/01/2015 | F/392/1415 | Council spending on temporary accommodation (including bed and breakfast) from 2009/10 to present and information on homeless households | Housing | 17 | Yes |
| 08/01/2015 | F/393/1415 | Information on authority's target for voter registration for 2012, 2013, 2014 and 2015 | Governance | 16 | Partially, some information not held |

Table C: Freedom of Information Requests Summary October to March 2015

| Date Received | Reference | Summary of Request | Departments Request Sent To | No of work days | Information released |
|---------------|------------|---|---|-----------------|---------------------------------------|
| 08/01/2015 | F/394/1415 | Information on Dangerous Wild Animals Licences and how many have been issued in last 10 years | Environmental Health (Commercial) | 16 | Yes |
| 08/01/2015 | F/395/1415 | Information on how many street trees were cut down, why they were cut and any replacement trees between 1st January 2006 and the end of 2014 | Streetscene | 16 | Yes |
| 12/01/2015 | F/396/1415 | How much money is allocated to ICT spend for 2014/15 and 2015/16 | ICT | 15 | Yes |
| 12/01/2015 | F/397/1415 | Information on when Middle Street carpark will be converted to a Contact Centre | Legal, Estates & Property | 16 | Yes |
| 02/01/2015 | F/398/1415 | Requested copy of information provided to us by an employee of requester in relation to one of their tenants who was allegedly evicted from their business unit | Revenues | 10 | Yes - with redaction of personal data |
| 12/01/2015 | F/399/1415 | Information on key elements of ICT infrastructure | ICT | 16 | Yes |
| 12/01/2015 | F/400/1415 | Council's key contacts for ICT | Customer Service & Improvement (ICT) | 3 | Yes - given website details |
| 12/01/2015 | F/401/1415 | Information about children and young people from outside EU who are subject to immigration control but have not claimed asylum | Housing | 16 | No information held - DCC remit |
| 12/01/2015 | F/402/1415 | Information on children and young people from within the EU who are not British and cared for by authority | Housing | 16 | No information held - DCC remit |
| 13/01/2015 | F/403/1415 | List of all commercial properties who are receiving relief and who have a credit on their account | Customer Service & Improvement (Revenues) | 3 | Yes - given website details |

Table C: Freedom of Information Requests Summary October to March 2015

| Date Received | Reference | Summary of Request | Departments Request Sent To | No of work days | Information released |
|----------------------|------------------|--|---|------------------------|--|
| 13/01/2015 | F/404/1415 | Information on contract management including building, technical, maintenance. | Finance | 14 | Partially, given website details, Section 12 exceeds ceiling cost, some information not held |
| 14/01/2015 | F/405/1415 | Information on non-domestic rates (rate relief etc) | Customer Service & Improvement (Revenues) | 3 | Yes - given website details |
| 15/01/2015 | F/406/1415 | Information on ICT software licences | ICT | 14 | Yes |
| 15/01/2015 | F/407/1415 | Breakdown of credit balances accrued for all amounts owing to all incorporated companies | Customer Service & Improvement (Revenues) | 3 | Yes - given website details |
| 15/01/2015 | F/408/1415 | Information on planning appeal costs awards between 2010 and 2015 | Planning | 15 | Yes |
| 19/01/2015 | F/409/1415 | Council training information, suppliers, spend etc | Human Resources & Payroll | 18 | Yes |
| 19/01/2015 | F/410/1415 | Information on Housing Department's Annual Accounts and Business Plan | Finance, Housing | 18 | Yes |
| 20/01/2015 | F/411/1415 | Information on spend on Xmas parties for last 3 years | Customer Service & Improvement | 1 | No information held |
| 20/01/2015 | F/412/1415 | How many employees we have and how many receive above or equal to Living Wage and how many are male and female | Human Resources & Payroll | 12 | Yes |
| 20/01/2015 | F/413/1415 | Questions in relation to Disabled Facilities Grant for 2011/12, 2012/13 and 2014/14 | Environmental Health (Residential) | 12 | Yes |

Table C: Freedom of Information Requests Summary October to March 2015

| Date Received | Reference | Summary of Request | Departments Request Sent To | No of work days | Information released |
|---------------|------------|---|------------------------------------|-----------------|---|
| 20/01/2015 | F/414/1415 | Upto date project directory and list of sub-contractors, suppliers and consultants of all companies involved in the Office and Police Station building, Middle Street Car Park, Cotton Street, Bolsover | Estates & Property, Planning | 12 | Yes |
| 20/01/2015 | F/415/1415 | Information on public health funerals for earlier dates other than what is published on website | Environmental Health (Residential) | 17 | Partially, some information not held |
| 21/01/2015 | F/416/1415 | Itemised monthly breakdown of all spending on councils' credit card from January 1st 2014 to December 31st 2014 and details of expense claims relating to travel for same period | Finance, Human Resources & Payroll | 13 | Partially, redacted documents and some exempt under Section 12 exceeds ceiling cost |
| 23/01/2015 | F/417/1415 | Information on how much council tax CEO pays | Customer Service & Improvement | 1 | No information held |
| 22/01/2015 | F/418/1415 | Information on foster families spare room subsidy/bedroom tax | Revenues, Benefits | 17 | No information held |
| 22/01/2015 | F/419/1415 | Information on interim staff or consultants working for authority in last 18 months, companies/agencies used, framework agreements in place and procedure for commissioning | All departments | 18 | Yes |
| 23/01/2015 | F/420/1415 | Questions on ICT and the costs attached to it | ICT | 17 | Yes |
| 26/01/2015 | F/421/1415 | Questions on registered businesses within our authority and whether we provide a commercial waste/recycling collection service | Streetscene, Legal | 19 | Partially some exempt under Section 43(2) Commercial Interests |

Table C: Freedom of Information Requests Summary October to March 2015

| Date Received | Reference | Summary of Request | Departments Request Sent To | No of work days | Information released |
|---------------|------------|---|---|-----------------|--------------------------------------|
| 26/01/2015 | F/422/1415 | Information on swimming facility contracts | Leisure | 19 | No information held |
| 27/01/2015 | F/423/1415 | Information on Roundabout Sponsorship Scheme | Streetscene | 18 | Partially some information not held |
| 28/01/2015 | F/424/1415 | Information on staff identification products and services | Customer Service & Improvement (Governance) | 3 | Yes |
| 28/01/2015 | F/425/1415 | Information on New Homes Bonus money that has been allocated and spent for 11/12, 12/13, 14/14 and 14/15 | Finance | 17 | Partially, some information not held |
| 27/01/2015 | F/426/1415 | Full list of companies, LTD or PLC that have become responsible for business rates between 12th January to 31st January 2015 | Customer Service & Improvement (Revenues) | 3 | Yes |
| 29/01/2015 | F/427/1415 | Training spend on ICT for staff | ICT | 16 | Yes |
| 29/01/2015 | F/428/1415 | Information on Housing Completions from Jan 2014 to Dec 2014. Affordable Housing completions and confirmation of allowance that BDC has made for Custom Build in latest Strategic Housing Market Assessment | Economic Development (Housing Strategy) | 17 | Partially, some information not held |
| 30/01/2015 | F/429/1415 | Information in respect of non domestic rate payers | Customer Service & Improvement (Revenues) | 2 | Yes - given website details |
| 30/01/2015 | F/430/1415 | Up to date list of businesses that have recently become liable for business rates between 15th Jan 2015 and 31st Jan 2015 | Customer Service & Improvement (Revenues) | 2 | Yes - given website details |

Table C: Freedom of Information Requests Summary October to March 2015

| Date Received | Reference | Summary of Request | Departments Request Sent To | No of work days | Information released |
|----------------------|------------------|--|---|------------------------|--|
| 30/01/2015 | F/431/1415 | Information on people dying with no known next of kin from 01/09/2014 to date | Customer Service & Improvement (Environmental Health - Residential) | 15 | Yes - given website details |
| 02/02/2015 | F/432/1415 | Copies of appellants notice, particulars of claim, court orders and amount paid to solicitor and barrister involved in relation to council tax cases between BDC and four other companies | Revenues | 19 | Partially, some information not held, plus given website details |
| 02/02/2015 | F/433/1415 | Do BDC employ common purpose people and do the people pay for that | Customer Service & Improvement | 3 | No information held |
| 03/02/2015 | F/434/1415 | ICT questions on back up of data | ICT | 14 | Yes |
| 03/02/2015 | F/435/1415 | Information on Service Support Contracts for Warden Call systems, dispersed alarms and central control systems | Housing | 18 | Yes |
| 04/02/2015 | F/436/1415 | Information on renewable energy purchases | Estates & Property | 17 | No information held |
| 30/01/2015 | F/437/1415 | Information on New Homes bonus payments received since 2010/11, homes completed, sold under right to buy, given planning consent, how many on waiting list and who have been impacted by bedroom tax | Finance, Housing, Planning, Benefits | 16 | Partially, some information not held |
| 05/02/2015 | F/438/1415 | Information relating to Morrison's development - whether BDC has a 106 agreement with developer, fixed date for completion, has BDC received monies | Planning, Legal, Estates & Property | 13 | Yes |
| 06/02/2015 | F/439/1415 | A list of all live business rates accounts with a 2010 list Rateable Value greater than or equal to £5,000 | Customer Service & Improvement (Revenues) | 2 | Yes - given website details |

Table C: Freedom of Information Requests Summary October to March 2015

| Date Received | Reference | Summary of Request | Departments Request Sent To | No of work days | Information released |
|----------------------|------------------|---|---|------------------------|--------------------------------------|
| 06/02/2015 | F/440/1415 | Information on Section 106 agreements in relation to affordable housing | Planning | 15 | Yes |
| 09/02/2015 | F/441/1415 | Information on council facilities for accepting payments by credit and debit cards | Finance | 13 | Partially some information not held |
| 09/02/2015 | F/442/1415 | Information on stray dogs from 1st October 2013 to 31st December 2014 | Environmental Health - (Commercial) | 14 | Yes |
| 09/02/2015 | F/443/1415 | Information on specific ICT contracts for Server Hardware Maintenance, Server Virtualisation License and Maintenance and Storage Area Network Maintenance/Support | ICT | 14 | Yes |
| 10/02/2015 | F/444/1415 | Information on deaths we have sent to Treasury solicitor from December 2014 | Customer Service & Improvement (Environmental Health - Residential) | 2 | Yes - given website details |
| 11/02/2015 | F/445/1415 | Information on issuing of parking tickets for 2014 | Customer Service & Improvement | 1 | No information held |
| 11/02/2015 | F/446/1415 | Information relating to planning appeals from 2010/11 to 2013/14 | Planning, Finance | 14 | Partially, some information not held |
| 11/02/2015 | F/447/1415 | Number of councillors registered as landlords and breakdown by political party | Governance | 16 | No information held |
| 11/02/2015 | F/448/1415 | Total budget spend on Domestic Violence/Sexual Violence issues for 2010 to date | Finance | 16 | Yes |
| 12/02/2015 | F/449/1415 | Contact details for Finance and Procurement | Customer Service & Improvement | 3 | Yes |

Table C: Freedom of Information Requests Summary October to March 2015

| Date Received | Reference | Summary of Request | Departments Request Sent To | No of work days | Information released |
|---------------|------------|---|--|-----------------|--------------------------------------|
| 12/02/2015 | F/450/1415 | Information relating to web streaming services provided by Public-i | ICT | 15 | No information held |
| 12/02/2015 | F/451/1415 | Information on the Senior/Corporate Management team | Human Resources & Payroll | 15 | Yes |
| 13/02/2015 | F/452/1415 | Information on garden waste bins income, cost of service for 2009/10, 2010/11, 2011/12, 2012/13 and 2013/14 | Streetscene, Revenues | 14 | Yes |
| 13/02/2015 | F/453/1415 | Number of rough sleepers in area per quarter for each year from 2010 to most recent quarter and number of most recent homelessness applications for same period | Housing | 14 | Yes |
| 16/02/2015 | F/454/1415 | Up to date list of businesses that have recently become liable for business rates between 01/02/15 - 15/02/15 | Customer Service & Improvement (Revenues) | 3 | Yes - given website details |
| 16/02/2015 | F/455/1415 | Information on G-Cloud IT framework | ICT | 17 | Yes |
| 17/02/2015 | F/456/1415 | Information on sheltered accommodation in relation to care for the elderly (those aged 65 and above) | Finance, Housing | 15 | Partially, some information not held |
| 17/02/2015 | F/457/1415 | List of addresses of all houses in Multiple Occupation licensed by the council | Environmental Health - (Residential) | 15 | Yes |
| 17/02/2015 | F/458/1415 | Amount spent on external legal advice each year since 2010 and annual salary of chief legal officer since 2010 | Customer Service & Improvement, Legal, Human Resources & Payroll | 19 | Yes |
| 17/02/2015 | F/459/1415 | Amount spent on personal injury claims in each year since 2010 including legal costs and settlements | Finance | 15 | Yes |

Table C: Freedom of Information Requests Summary October to March 2015

| Date Received | Reference | Summary of Request | Departments Request Sent To | No of work days | Information released |
|----------------------|------------------|--|---|------------------------|--|
| 17/02/2015 | F/460/1415 | How are non-domestic rates being levied for Sherwood Lodge | Revenues | 15 | Yes |
| 18/02/2015 | F/461/1415 | How many prosecutions for dog fouling have been made in the Pinxton area over the previous year | Environmental Health - (Commercial) | 14 | Yes |
| 18/02/2015 | F/462/1415 | Information on refuse disposal trucks and crews | Streetscene | 15 | Yes |
| 18/02/2015 | F/463/1415 | Are we running any Graduate schemes or internships | Human Resources & Payroll | 15 | Yes |
| 19/02/2015 | F/464/1415 | Breakdown of hardware maintenance and costs relevant to IT | ICT | 16 | Yes |
| 19/02/2015 | F/465/1415 | List of all companies paying business rates on more than one business rates assessment | Customer Service & Improvement (Revenues) | 3 | Yes - given website details |
| 20/02/2015 | F/466/1415 | Information on BDC's involvement with ID verification systems | Environmental Health - (Licensing) | 15 | No information held |
| 20/02/2015 | F/467/1415 | Amount of total housing benefits paid to their tenants for each of the top 20 in that year | Benefits | 16 | Yes |
| 20/02/2015 | F/468/1415 | Information relating to liability orders which have been granted in respect of Business Rates for the 2014/15 year | Revenues | 16 | No exempt Section 43(2) Commercial Interests |
| 20/02/2015 | F/469/1415 | Payments made to celebrities or famous personalities in the last year | Customer Service & Improvement (Communications), Economic Development | 16 | Yes |
| 23/02/2015 | F/470/1415 | Information on lines, minutes, broadband and WAN | ICT, Finance, Estates & Property | 17 | Yes |

Table C: Freedom of Information Requests Summary October to March 2015

| Date Received | Reference | Summary of Request | Departments Request Sent To | No of work days | Information released |
|---------------|------------|---|---|-----------------|---|
| 23/02/2015 | F/471/1415 | Information on the selling of data | Customer Service & Improvement, Governance | 15 | Yes |
| 23/02/2015 | F/472/1415 | Housing Completions for April 2013 to March 2014 | Economic Development (Housing Strategy), Planning, Revenues | 15 | Partially, some information not held |
| 24/02/2015 | F/473/1415 | Information in relation to parking fines | Customer Service & Improvement | 3 | No information held |
| 24/02/2015 | F/474/1415 | Information in relation to spend on roadside litter/fly tipping for last 3 financial years | Streetscene, Environmental Health (Commercial) | 14 | Yes |
| 24/02/2015 | F/475/1415 | Data required on staff | Human Resources & Payroll | 14 | Partially, some information not held |
| 24/02/2015 | F/476/1415 | Information on Affordable Housing including Section 106 agreements | Planning, Housing Strategy | 14 | Partially, some information not held |
| 25/02/2015 | F/477/1415 | Information on two people listed on the war memorial at Clowne | Customer Service & Improvement | 3 | No information held but given contact details for parish council and war memorial trust |
| 26/02/2015 | F/478/1415 | Job titles of all senior officers who work from home in this country, work from home abroad, list a foreign address as their home correspondence address, number of staff allowed to telecommute for all or part of their working hours | Customer Service & Improvement | 3 | No information held |

Table C: Freedom of Information Requests Summary October to March 2015

| Date Received | Reference | Summary of Request | Departments Request Sent To | No of work days | Information released |
|---------------|------------|--|---|-----------------|--|
| 02/03/2015 | F/479/1415 | Questions in relation to the purchase of ICT technical training or any other training by any other departments with QA training from 1st Feb 2015 | ICT, Finance, HR & Payroll | 12 | No information held |
| 02/03/2015 | F/480/1415 | Information on postal services | Governance, Finance | 16 | Yes |
| 02/03/2015 | F/481/1415 | Information on man hours for processing either at a computer or gathering/checking information, processes outsourced to third party, decision maker for budget | Customer Service & Improvement | 3 | No information held |
| 03/03/2015 | F/482/1415 | Information relating to compliance with Equality Act 2010 Specific Duties Regulations, declaring a disability, staff retention | Customer Service & Improvement, Human Resources & Payroll | 15 | Yes |
| 03/03/2015 | F/483/1415 | Up to date project directory and list of sub contractors, suppliers and consultants involved in Office and Police station building | Customer Service & Improvement (Estates & Property) | 3 | Yes |
| 03/03/2015 | F/484/1415 | Information on on-line voter registration, annual canvass and individual electoral registration | Governance | 15 | Yes |
| 05/03/2015 | F/485/1415 | Information on Whitwell and Elmton with Creswell councillors on allowances/attendance and expenses | CEPT, Governance, Human Resources & Payroll | 14 | Partially, some information exempt under Section 22 (Future Publication) |
| 05/03/2015 | F/486/1415 | List of addresses and rateable values of commercial properties with a rv above £2,000 and below £50,000 who are eligible but not receiving rate relief | Customer Service & Improvement (Revenues) | 3 | Yes - given website details |
| 05/03/2015 | F/487/1415 | Has BDC used any external recruitment agencies to hire for permanent or contract roles | Customer Service & Improvement, Finance | 15 | Partially, some information not held |

Table C: Freedom of Information Requests Summary October to March 2015

| Date Received | Reference | Summary of Request | Departments Request Sent To | No of work days | Information released |
|---------------|------------|---|---|-----------------|---|
| 06/03/2015 | F/488/1415 | Domestic abuse and cost models | Community Safety | 14 | Partially, some information not held |
| 06/03/2015 | F/489/1415 | Information on people dying with no known next of kin from 01/11/2014 to date | Customer Service & Improvement (Environmental Health Residential) | 3 | Yes - given website details |
| 09/03/2015 | F/490/1415 | Information on voting in our borough in the general election | Governance (Elections) | 13 | Partially, some information not held |
| 11/03/2015 | F/491/1415 | Complaints and fixed penalty notices in relation to dog fouling from 2010/11 | Environmental Health (Commercial) | 14 | Yes |
| 12/03/2015 | F/492/1415 | Information relating to car parks/ operation/management/enforcement/revenue | Legal, Customer Service & Improvement | 13 | Yes |
| 13/03/2015 | F/493/1415 | Up to date list of businesses and companies that have become responsible for paying business rates between 1st March to 15th March 2015 | Customer Service & Improvement (Revenues) | 3 | Yes - given website details |
| 16/03/2015 | F/494/1415 | Have BDC currently or in the past banned journals being done remotely or out of hours | Finance | 17 | No information held |
| 17/03/2015 | F/495/1415 | Various questions on parks and green spaces | Leisure, Estates & Property, Streetscene, Finance | 19 | Partially, some information not held |
| 17/03/2015 | F/496/1415 | Addresses and rateable values of commercial properties within area that are in arrears with Non Domestic Rates payments | Revenues | 16 | No exempt under Section 43(2) Commercial Interest |
| 17/03/2015 | F/497/1415 | Information on the costs of cremation | Customer Service & Improvement | 1 | No information held |

Table C: Freedom of Information Requests Summary October to March 2015

| Date Received | Reference | Summary of Request | Departments Request Sent To | No of work days | Information released |
|----------------------|------------------|--|--|------------------------|---|
| 18/03/2015 | F/498/1415 | Information relating to Primate Licensing as of 25th February 2015 | Environmental Health (Commercial) | 18 | Partially, some information not held, some redacted |
| 18/03/2015 | F/499/1415 | Information on procurement training | Customer Service & Improvement | 3 | No information held |
| 19/03/2015 | F/500/1415 | Number of CCTV cameras in district and their monitoring | Community Safety | 15 | Yes |
| 19/03/2015 | F/501/1415 | Information on Sports Direct Shirebrook, size, business rates, plans for Brook Park site, regeneration and development, unemployment statistics since Shirebrook Colliery closed | Planning, Revenues, Estates & Property, CEPT | 17 | Partially, some information not held |
| 19/03/2015 | F/502/1415 | Information on procurement tool and management - e-procurement/e-tendering system | Finance | 16 | Yes |
| 19/03/2015 | F/503/1415 | Information on Revenue and Benefits processing | Revenues, Benefits | 16 | Partially, some information not held |
| 20/03/2015 | F/504/1415 | Number of council workers who have been formally disciplined in each of last five financial years | Human Resources & Payroll | 19 | Yes |
| 20/03/2015 | F/505/1415 | List of all closed/ended council tax accounts with closed balances from 1993 or earliest records to 2015 where liable party is deceased | Revenues | 15 | Yes |
| 23/03/2015 | F/506/1415 | Information on people aged 16-24 housed under the Housing Act 1996 | Housing | 16 | Partially, some not held |
| 23/03/2015 | F/507/1415 | Information on bandstands | Leisure | 14 | No information held |

Table C: Freedom of Information Requests Summary October to March 2015

| Date Received | Reference | Summary of Request | Departments Request Sent To | No of work days | Information released |
|---------------|------------|--|---|-----------------|---|
| 23/03/2015 | F/508/1415 | Information on bailiff code of conduct/ service level agreement/appointed bailiffs for various services/contract details | Revenues | 17 | Partially, some exempt - Commercial Interests and Law Enforcement (collection of taxes) |
| 24/03/2015 | F/509/1415 | Information on council's waste containers | Streetscene | 15 | Yes |
| 24/03/2015 | F/510/1415 | Information in relation to AoCV (Assets of Community Value) all nomination forms | Governance | 13 | Partially, with redactions |
| 24/03/2015 | F/511/1415 | Information in addition to what is on the website for public health funerals | Environmental Health (Residential) | 14 | Partially, some information not held |
| 24/03/2015 | F/512/1415 | Various questions on homelessness (rough sleepers) in 2013, 2014 and 2015 | Housing | 15 | Partially, some not held |
| 24/03/2015 | F/513/1415 | Details of any deceased persons BDC have dealt with who have no known next of kin since Feb 2015 | Customer Service & Improvement (Environmental Health) | 3 | Yes - given website details |
| 25/03/2015 | F/514/1415 | Total number of properties that were granted retail rate relief for 2015/16 period | Customer Service & Improvement (Revenues) | 2 | Yes - given website details |
| 25/03/2015 | F/515/1415 | Information on DBS (Disclosure Barring Service) | Human Resources & Payroll | 15 | Yes |
| 25/03/2015 | F/516/1415 | Information relating to construction procurement activities over the past 12 months | Estates & Property | 13 | Yes |
| 26/03/2015 | F/517/1415 | Information in relation to business rates for the Caravan Site, Mansfield Road, Scarcliffe | Revenues | 14 | Yes |
| 26/03/2015 | F/518/1415 | Amount spent on litigation, lawsuits settled, bought, funded by third parties for 2008/09 and 2013/14 | Legal | 14 | No –Section 12 exceeds cost limit |

Table C: Freedom of Information Requests Summary October to March 2015

| Date Received | Reference | Summary of Request | Departments Request Sent To | No of work days | Information released |
|----------------------|------------------|--|---|------------------------|-----------------------------|
| 26/03/2015 | F/519/1415 | Information on FOI requests considered vexatious that resulted in us not providing information | Customer Service & Improvement | 3 | No information held |
| 26/03/2015 | F/520/1415 | Any contract between BDC and enforcement companies with all names. Does the company BDC employ pass on or sell on the warrants to other companies | Revenues, Housing | 17 | Yes |
| 27/03/2015 | F/521/1415 | How much was spent on First Class Travel for councillors and officers in last financial year | Human Resources & Payroll | 13 | Yes |
| 27/03/2015 | F/522/1415 | Expenditure on computer software used for Bacs payment processing and Direct Debit collection for 2013/14 and 2014/15 | Finance, ICT | 13 | Yes |
| 27/03/2015 | F/523/1415 | Details on enforcement checks/inspections BDC carried out at Sports Direct Warehouse Shirebrook | Environmental Health (Commercial), Economic Development, Planning, CEPT | 16 | Yes |
| 27/03/2015 | F/524/1415 | Which business rates computer system BDC uses and how long it takes to compile credit list and remove ratepayers who are exempt under Section 40 of FOIA | Revenues | 13 | Yes |
| 30/03/2015 | F/525/1415 | How large in hectares is administrative area of BDC, total budget/expenditure/spend on environmental services for 2009/10, 2010/11, 2011/12, 2012/13 and 2013/14 | Planning, Finance, Streetscene | 15 | Partially, some not held |
| 30/03/2015 | F/526/1415 | Information on health checks and lifestyle services for local health economy | Leisure | 15 | Partially, some not held |
| 30/03/2015 | F/527/1415 | Names and email addresses for Head of Communications/Legal/Social Media Manager | Customer Service & Improvement | 2 | Yes |

Table C: Freedom of Information Requests Summary October to March 2015

| Date Received | Reference | Summary of Request | Departments Request Sent To | No of work days | Information released |
|---------------|------------|---|---|-----------------|-----------------------------|
| 31/03/2015 | F/528/1415 | Up to date list for businesses that have become liable for business rates between 14/03/15 to 31/03/15 | Customer Service & Improvement (Revenues) | 2 | Yes - given website details |
| 31/03/2015 | F/529/1415 | Follow up to F/460 in relation to Sherwood Lodge information on the sums of money being obtained by way of both domestic and non domestic rates | Revenues | 16 | Yes |

**Table D: Environmental Information Regulations Requests Summary
October to March 2015**

| Date Received | Reference | Summary of Request | Departments Sent To | No of work days | Information released |
|----------------------|------------------|---|--|------------------------|--|
| 27/11/14 | E/55/1415 | Details of any addresses that are covered by an Article 4 Direction Order plus list of locally listed heritage assets. Also information on contaminated land notices | Planning, Environmental Health(Commercial) | 13 | Partially, some information not held |
| 22/12/14 | E/61/1415 | Any information held in relation to the Blackwell Hotel junction of Primrose Hill/Alfreton Road Blackwell | Planning | 16 | Partially, website details given and some information not held |
| 10/02/15 | E/75/1415 | Information on Sherwood Lodge sale in relation to plan of perimeter area conveyed together with plans of all parcels of land and proof of title | Planning, Legal | 14 | Partially some information not held |
| 26/02/15 | E/81/1415 | List of planning applications for all sizes of wind turbine/windfarm and solar planning applications | Planning | 14 | Partially, some information not held |
| 06/03/15 | E/84/1415 | Electronic copy of the full and complete Landslide Hazard Survey 1998 relating to Landslip in Bolsover | Planning | 14 | Yes |
| 12/03/15 | E/85/1415 | In relation to Hazard survey/landslip in Bolsover (E/84/1415) GEN 7 in Bolsover District Plan, Bolsover Landslide Zoning Map when documents were first published, whether statutory | Planning | 13 | Yes |
| 13/03/15 | E/87/1415 | In relation to Hazard survey/landslip Bolsover (E/84 and 85) all records or notes in relation to any walkover survey conducted on the site of 82 New Station Road since 19th August 1997 in relation to landslip in the area prior to this date | Planning | 13 | No information held |

**Table D: Environmental Information Regulations Requests Summary
October to March 2015**

| Date Received | Reference | Summary of Request | Departments Sent To | No of work days | Information released |
|----------------------|------------------|--|----------------------------|------------------------|--------------------------------------|
| 16/03/15 | E/88/1415 | Set of original plans/notes/minutes/building regulations/completion certificate submitted for property called Larondine built on Oxcroft Lane Bolsover S44 6DW | Planning, BCN | 16 | Partially, some information not held |
| 30/03/15 | E/94/1415 | Copies of all correspondence between BDC and Richard Oddie relating to land owned by Richard Oddie and now subject to planning application | Planning | 15 | Yes |

Bolsover District Council

Executive

15th June 2015

CCC Quarterly Report (Q4) and Annual Summary 2014/15

Report of the Leader of the Council

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 2nd January to 31st March 2015 together with a summary for 2014/15.

1 Report Details

Compliments

Table A shows the number of written compliments received for the period. In total 48 (down from 62 the previous quarter) written compliments were received. A good cross section of compliments were received from customers appreciating excellent service, including 12 for Housing Department, 11 for Streetscene Services and 10 for Customer Services.

Table B shows the information by department. Please note that the totals in this table may 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

Following 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 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 9 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 may 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)

Following 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 with a target performance of 95%.

Tables G and H show the number of stage two complaints received for the period by date order. 34 complaints (13 direct to departments and 21 responded to by CS & I) were received during this period. 31 were responded to within our customer service standard of 15 working days giving a performance of 91% within standard and gives an annual performance figure of 96%. There were no trends this quarter.

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. Also included in this process are Internal Reviews (complaints) about responses to requests for information made under the Freedom of Information Act 2000. During this period 6 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 20th April 2015. In the period from the last report, three initial investigations were received and decided upon. In one, the Ombudsman discontinued her investigation and recorded the decision as 'Closed after initial enquiries - no further action'. The Ombudsman will not investigate this complaint as there is no maladministration and the planning decisions are out of time. In a second complaint, the Ombudsman discontinued her investigation and referred the matter to the Council, as the complaint has not been dealt with. It is currently going through the insurance process. The remaining complaint has now been passed to an investigation

team. A fuller report on Ombudsmen cases will be presented to the Executive following receipt of the LGO Annual Letter and statistics from the Housing Ombudsman.

Performance

The target of 91% has been achieved for responding to formal investigation (stage two) complaints within 15 working days for the last quarter, bringing the average overall to 96% for the financial year 2014/15. The average response time is 11 working days for this quarter.

Summary for 2014/15

The following tables provide a summary of performance for compliments, comments and complaints for 2014/15.

Volume and Performance

| Volume by type | Q1 | Q2 | Q3 | Q4 | 2014/15 | 2013/14 Total | 2012/13 Total |
|---|-------------|-------------|-------------|-------------|----------------|--------------------------|--------------------------|
| Compliments | 24 | 33 | 62 | 48 | 167 | 135 | 127 |
| Comments | 9 | 25 | 5 | 9 | 48 | 46 | 56 |
| Stage 2 Complaints | 27 | 32 | 28 | 34 | 121 | 140 | 164 |
| Stage 3 Complaints | 3 | 7 | 4 | 6 | 20 | 25 | 35 |
| Total | 63 | 97 | 99 | 97 | 356 | 346 | 382 |
| Stage 1 Complaints | 47 | 73 | 73 | 117 | 310 | 211 | 143 |
| % Comments responded to/ acknowledged within standard | 100% | 100% | 100% | 100% | 100% | 98% | 100% |
| % Stage 2 responded to within standard (target from 1/10/14 – 95%) | 100% | 100% | 93% | 91% | 96% | 100% | 100% |
| Average response in days | 14 | 14 | 10 | 12 | 12 | 14 | 15 |
| % Stage 3 responded to within standard | 100% | 100% | 100% | 100% | 100% | 92% | 100% |
| Average response in days | 17 | 13 | 19 | 17 | 16 | 15 | 15 |

When comparing 2014/15 to the previous year of 2013/14, the following is noted:

- Received more written compliments
- Received a similar number of comments
- Received more frontline resolution complaints
- Received slightly fewer formal investigation complaints
- Received slightly fewer internal review complaints

The above would appear to indicate that better handling and resolution of complaints at an earlier stage results in fewer formal complaints.

Customer Feedback

No trends have been identified which would have to result in changes made as a result of customer feedback. However, one comment was received which may suggest how customers feel when making a complaint and needs to be borne in mind when dealing with complainants:

- The Council should act quicker on complaints, it shouldn't be left to your (central) department

Table A: COMPLIMENTS SUMMARY 2/1/15 – 31/3/15

| Date Received | Area | Summary of Compliment | Departments Involved |
|---------------|-------------------|---|----------------------------------|
| 02/01/15 | Tibshelf | Wants to thank all staff who answer her calls and to wish them all a Happy New Year, she is 92 years old and has never had a problem with regard to any call she has made | Customer Service (& Improvement) |
| 02/01/15 | Creswell | Thanks to Benefits Department for help in claiming benefits during the customer's period of incapacity | Revenues & Benefits |
| 08/01/15 | Langwith Junction | Wants to thank the plumber for doing a good job | Housing |
| 08/01/15 | Shirebrook | Customer rang to say thank you so much for all the kindness the C.A.N. Rangers gave to her | Community Services |
| 09/01/15 | Pleasley | Customer wanted to say how grateful he was to the road sweeper working in Pleasley area this week for doing a remarkable job at clearing the road | Streetscene Services |
| 09/01/15 | Bolsover | Customer wanted to say how helpful and friendly Pest Control Technician was when assisting with a property they manage | Environmental Health |
| 14/01/15 | Clowne | Would like to thank Refuse for acknowledging his problem and taking action in emptying his bin. It is much appreciated | Streetscene Services |
| 15/01/15 | Bolsover | Would like to personally thank the Senior Economic Development Officer for all the hard work on the project for Bolsover Town, think they are doing a great job, very enthusiastic and a real breath of fresh air | Economic Growth |
| 15/01/15 | London | Thanks to Arts Development Officer for supporting the Breast Cancer Campaign | Leisure |

Table A: COMPLIMENTS SUMMARY 2/1/15 – 31/3/15

| Date Received | Area | Summary of Compliment | Departments Involved |
|---------------|-------------|---|----------------------------------|
| 16/01/15 | Clowne | Please convey thanks to the out-of-hours team that resolved the problem with the communal central heating on Recreation Close. The problem was reported during the late evening and the radiators were hot again by 01:00 a.m. Excellent service! | Housing |
| 16/01/15 | Clowne | Customer Advisor on Meet & Greet was very welcoming and gave me a feeling of 'welcomeness'. I didn't think things could get any better-but they did. I had to queue but when I eventually got to the enquiries window the young lady was very professional, patiently went through the paperwork I had presented and pointed out the further paperwork I needed to provide. It is the first time that I have visited your offices and felt that I have been dealt with as a person (rather than a nuisance). I think both Customer Advisors should be commended and are a real asset to your organisation | Customer Service (& Improvement) |
| 19/01/15 | Bolsover | Thank you! This morning, the gentleman who is responsible for the unenviable task of emptying the dog faeces bins was in the vicinity. I explained to this lovely gentleman that there were some dog faeces outside a neighbouring property. I enquired if I should e-mail to report its removal but he kindly removed it as I informed him that children lived in the vicinity. This gentleman was very polite and extremely pleasant and does what must be a rather unpleasant but extremely essential service to the public. Please can you ensure that my sincere thanks are conveyed to him and his manager. An employee the Council should be proud to have working for them. | Streetscene Services |
| 22/01/15 | Shirebrook | Would like to pass thanks on to the workmen who cleared pathways to properties on Willow Avenue Shirebrook - very good of them to have done it and it has made it much easier to walk | Streetscene Services |
| 22/01/15 | Shuttlewood | Would like to compliment Customer Advisor regarding the response to a query relating to the car park in the middle of Bolsover that is owned by BDC, it was very helpful | Customer Service (& Improvement) |
| 22/01/15 | Elmton | Wanted to say thank you to the Customer Advisor for ringing her back leaving a message about the bin crew returning to empty her bin | Customer Service (& Improvement) |

Table A: COMPLIMENTS SUMMARY 2/1/15 – 31/3/15

| Date Received | Area | Summary of Compliment | Departments Involved |
|---------------|------------|--|---------------------------------|
| 26/01/15 | Shirebrook | A huge thanks to Partnership Performance and Sustainability Officer for going over and above to help the team with their statistics | CEPT |
| 23/01/15 | Bolsover | Partnership Admin and Communications Officer was a great help at a Youth Council meeting - very pro-active | CEPT |
| 23/01/15 | Bolsover | Very impressed with Housing Needs Officer who allocated the property and understood the customer's housing needs at the time - a big thank you | Housing |
| 28/01/15 | Creswell | Thanks to support analyst for arranging for the use of a laptop and ensuring it had the necessary programmes to connect successfully | ICT |
| 28/01/15 | Creswell | The plumber repaired both toilets - he did a lovely job and left everywhere clean and was very nice | Housing |
| 29/01/15 | Bolsover | Customer says that she was travelling through Clowne to Stanfree and was having a lot of difficulty due to the snow. Three of the bin crew helped her and pushed her car a very long way. She is diabetic and started having a hypo and the men got her some chocolate and a drink and really calmed her down. Would like to say a massive thank you to them for being extremely helpful. She says she will be contacting the Derbyshire Times to inform them of her 'wonderful experience'. | Streetscene Services |
| 02/02/15 | Creswell | Two dogs running around Creswell in front of cars, which the customer took in as they were a danger to drivers. Then phoned Central Control and the operator provided helpful, clear and professional advice of how to get them to emergency kennels | Housing Environmental Health |
| 04/02/15 | Newton | Thanks to Housing repairs for sorting the heating problem | Housing |
| 06/02/15 | Bolsover | Thanks to plumber for helping with an unrelated matter when repairing the toilet cistern | Housing |
| 17/02/14 | Clowne | Customer wanted to call to say how nice the workman was that visited today. He was extremely helpful and polite. A credit to the Council - a huge thank you | Housing |

Table A: COMPLIMENTS SUMMARY 2/1/15 – 31/3/15

| Date Received | Area | Summary of Compliment | Departments Involved |
|---------------|-------------------|---|---|
| 18/02/15 | Bolsover | Road in Bolsover has been swept and cleaned today and resident is very impressed with the result. She said that the pavement outside the school was covered and is now completely clear - thank you for doing such a great job. | Streetscene Services |
| 20/02/15 | Hardstoft | Just wanted to say thanks for responding to my email about the litter on our road. We appreciate the work done and the road looks so much better. | Streetscene Services |
| 23/02/15 | Blackwell | Lady had a fall while walking and two workmen stopped their van, helped the lady and rang an ambulance. She would like to thank the men very much they were very nice and helpful. | Housing |
| 24/02/15 | Shirebrook | Customer wanted to say how friendly and efficient the gentleman was that went out to fix the shower. She said he was very polite and she felt very safe having him in her home | Housing |
| 25/02/15 | Glapwell | Gentleman was dealt with by a very nice person in the Contact Centre about a lorry stuck on the grass verge | Customer Service (& Improvement) |
| 26/02/15 | Langwith Junction | Thank you to Streetscene Services team for cleaning up so promptly | Streetscene Services |
| 26/02/15 | Pinxton | Litter cleared from Brookhill Lane - work carried out over two days and the crew did a really good job. Very pleased with the results | Streetscene Services |
| 27/02/15 | Shirebrook | On the 29th of January 2015 we had some adverse weather - snow. I would, even at this late date, like to compliment the bin men on their work, Briar Close, Model Village and Pear Tree estate were collected. The men must have struggled to cover these areas, as the buses stopped running into Shirebrook, but the Refuse Team covered it in the bad conditions | Streetscene Services |
| 02/03/15 | South Normanton | Thank you so much for telling me about the Employment Support Allowance program, I didn't think we could get any help, so I want to thank you again for giving us the information | Revenues & Benefits |
| 03/03/15 | Whitwell | Resident would like to say thank you for his new wash hand basin, the Council have done what they promised. Thanks go to the workman as well who was on time, polite and left everything tidy | Housing Customer Service (& Improvement) |

Table A: COMPLIMENTS SUMMARY 2/1/15 – 31/3/15

| Date Received | Area | Summary of Compliment | Departments Involved |
|---------------|-----------------|---|--|
| 04/03/15 | Bolsover | Thank you to Customer Advisor for the empathy shown in relation to her mother, they are very grateful | Customer Service (& Improvement) |
| 16/03/15 | Unknown | Thanks for the information in relation to a development control matter | Planning |
| 17/03/15 | Pinxton | A huge 'thank you' to two of the refuse crew, the lady had a bad fall when getting her bin in today and the refuse crew helped her, got her into the house and made sure she was okay. The resident was extremely grateful and said she would have still been there if it hadn't been for them. The lady couldn't remember their names but would like her thanks passing onto them and their manager to be informed | Streetscene Services |
| 18/03/15 | Clowne | Training is very much appreciated - very positive feedback | Finance |
| 18/03/15 | South Normanton | Wanted to thank Customer Advisor at the cash desk for being so approachable and helpful, although not able to assist, she listened when he was distressed and experiencing financial difficulties | Customer Service (& Improvement) |
| 22/03/15 | Bolsover | Thank you for the speedy way the application for council tax relief was dealt with. The customer had never applied before so was very pleased at how quickly and nicely it was dealt with. All of the people spoken with have been more than friendly and understanding and the customer just wants that to be fed back to whomever it concerns | Revenues & Benefits |
| 30/03/15 | Shirebrook | The customer's support worker wanted to thank the Customer Advisor for arranging the repair to the toilet for her client | Customer Service (& Improvement) |
| 27/03/15 | Unknown | Everything went brilliantly at the Older People's Forum, thanks very much again for all your help and help on reception | Customer Service (& Improvement) CEPT |
| 31/03/15 | New Houghton | Special thanks to the Repairs Planner and the team of bricklayers, who did a fantastic job, efficiently and professionally for mother and family | Housing |
| 30/03/15 | Shirebrook | What a wonderful event the Chairman's Civic service was. A tribute to your department's organisational skills. Thank you for looking after us yesterday and the reserved pew, it was so much appreciated | CEPT |

Table A: COMPLIMENTS SUMMARY 2/1/15 – 31/3/15

| Date Received | Area | Summary of Compliment | Departments Involved |
|----------------------|-----------------|---|-------------------------------|
| 30/03/15 | South Normanton | Thank you very much for your help throughout our 'adventure' with regard to planning enforcement against a neighbour | Planning |
| 30/03/15 | Clowne | Thank you very much to Officers and Councillors for providing an interesting session on politics at the Young Voice meeting | Legal, Governance & Elections |
| 30/03/15 | Clowne | Thank you to the Governance Assistant who is carrying out work for NEDDC - great example of partnership working | Legal, Governance & Elections |

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 | 4 | 7 |
| Customer Service & Improvement | 4 | 7 | 10 | 10 | 31 |
| Community Services | 1 | 2 | 1 | 1 | 5 |
| Legal Governance & Elections | 2 | 1 | 3 | 2 | 8 |
| Environmental Health | | 1 | 1 | 2 | 4 |
| Finance | | 1 | | 1 | 2 |
| Housing | 7 | 11 | 14 | 12 | 44 |
| HR & Payroll | | 1 | | | 1 |
| ICT | | | 1 | 1 | 2 |
| Leisure | 2 | | 16 | 1 | 19 |
| Planning | 1 | | | 2 | 3 |
| Economic Growth | | 1 | 1 | 1 | 3 |
| Revenues & Benefits | 2 | 4 | 2 | 3 | 11 |
| Streetscene Services | 6 | 9 | 15 | 11 | 41 |
| Totals | 25 | 39 | 66 | 51 | 181 |

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

| Date Received | Area | Summary of Comment | Departments Involved |
|----------------------|-----------------|---|---|
| 09/01/15 | Bolsover | Unhappy with lack of toilets in Bolsover | Estates & Properties |
| 19/01/15 | Whitwell | Wants Council to put some bins round skatepark | Streetscene Services |
| 21/01/15 | Bolsover | Car parks should be charged for in Bolsover | Estates & Properties |
| 11/02/15 | South Normanton | Does not want to pay Council Tax as he thinks it is a legal fiction | Revenues & Benefits |
| 24/02/15 | Unknown | Wants to know if statements made about Council Tax can be supported by factual evidence | Revenues & Benefits |
| 06/03/15 | Blackwell | Wants Council to put a CPO on a property | Legal, Governance & Elections Estates & Properties |
| 11/03/15 | Whitwell | Wants to have a different collection box for papers in burgundy bin | Streetscene Services |
| 18/03/15 | Pinxton | Requesting why there are no public toilets in the Pinxton area | Estates & Properties |
| 16/03/15 | Newton | Wants a wall and litter removing (Council land) | Housing |

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 | | 1 | 1 | | 5 | 5 | |
| Environmental Health | | | | 4 | 4 | | | | | | | | 4 | 4 | |
| Estates & Property | | | | 5 | 5 | | 1 | 1 | | 4 | 4 | | 10 | 10 | |
| Finance | 1 | 1 | | | | | | | | | | | 1 | 1 | |
| Housing | 3 | 3 | | 6 | 6 | | 1 | 1 | | 1 | 1 | | 11 | 11 | |
| 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 | | 2 | 2 | | 6 | 6 | |
| Streetscene Services | 4 | 4 | | 2 | 2 | | 1 | 1 | | 2 | 2 | | 9 | 9 | |
| Total | 13 | 13 | | 27 | 27 | | 9 | 9 | | 10 | 10 | | 59 | 59 | |

Table E: Summary of Stage One Complaints 2/1/14 – 31/3/15

| Date Received | CRM Ref | Area | Summary of Complaint | Departments Involved | No of work days | Remedy |
|----------------------|----------------|--------------|--|-----------------------------|------------------------|--|
| 02.01.15 | 537281 | Bolsover | Various repair problems regarding damp, informed that an inspector would call but received no contact. | Housing Repairs | 2 | Property visited week commencing 15.12.14 and tenant advised regarding condensation/ mould and the long term plan to try and resolve this matter, in the interim period a job has been raised to treat the mould |
| 02.01.15 | BDC160713 | New Houghton | Length of time taken to be added onto assisted bin list | Refuse | 0 | Checked details on assisted list and informed customer that they had been added in November |
| 02.01.15 | BDC160754 | Rowthorne | Customer complaint with regard to the burgundy bin collection over Christmas and New Year | Refuse | 0 | Customer contacted and apology given, offered a one off collection but customer happy to wait until normal collection day |
| 02.01.15 | BDC160821 | Whitwell | Missed burgundy bin collection | Refuse | 0 | Advised customer that there was a problem with parked vehicles |
| 02.01.15 | BDC160861 | Whitwell | Missed burgundy bin collection over Christmas and New Year | Refuse | 0 | Message left on customer answer phone stating position with regard to adverse weather conditions |
| 02.01.15 | BDC160902 | Whitwell | Burgundy bin collections over Christmas and New Year | Refuse | 0 | Message left stating position with regard to adverse weather conditions |

Table E: Summary of Stage One Complaints 2/1/14 – 31/3/15

| | | | | | | |
|----------|-----------|-----------------|---|-----------------|---|---|
| 05.01.15 | BDC160943 | Bolsover | Missed burgundy bin collection over Christmas and New Year | Refuse | 0 | Message left on customer answer phone stating position with regard to adverse weather conditions |
| 05.01.15 | BDC161038 | Whitwell | Burgundy and black bin collections over Christmas and New Year | Refuse | 0 | Issued standard response letter from Streetscene Services |
| 05.01.15 | BDC161058 | South Normanton | Black bin collections over Christmas and New Year | Refuse | 0 | Customer left no contact details, Refuse Team confirm that customer did not present bins for collection on collection day |
| 06.01.15 | BDC161190 | Barlborough | Bin collection arrangements over Christmas and New Year | Refuse | 0 | Issued standard response letter from Streetscene Services |
| 06.01.15 | BDC161193 | Hilcote | Missed black bin over Christmas and New Year collection | Refuse | 0 | Informed customer of collection date and arranged collection |
| 06.01.15 | 533219 | South Normanton | Old fencing has not been collected even though new fencing has now been completed | Housing Repairs | 2 | Fencing now collected and tenant informed |
| 06.01.15 | BDC161243 | Bolsover | Bin collection arrangements over Christmas and New Year | Refuse | 0 | Details sent through to contractors and customer informed |
| 06.01.15 | BDC161250 | Glapwell | Allegation that a Refuse Operative was abusive. | Refuse | 0 | Refuse Operative spoke to customer who has apologised. Customer saw the Operative carrying out a house clearance and thought he should be emptying the burgundy bin |

Table E: Summary of Stage One Complaints 2/1/14 – 31/3/15

| | | | | | | |
|----------|-----------|-------------------|--|--------|---|---|
| 06.01.15 | BDC161197 | Tibshelf | Not happy that the damaged black bin was replaced with a smaller version | Refuse | 0 | Standard response letter for exchange of 240 to 180 ltr bin issued. |
| 06.01.15 | BDC161202 | Pinxton | Bin collection arrangements over Christmas and New Year | Refuse | 0 | Spoke to Refuse Crew who had serviced Talbot Street but not serviced Park Lane, advised they would be there within 10 minutes - all bins presented were emptied |
| 06.01.15 | BDC161317 | Langwith Junction | Bin collection arrangements over Christmas and New Year | Refuse | 0 | Issued standard response letter from Streetscene Services |
| 06.01.15 | BDC161337 | South Normanton | Bin collection arrangements over Christmas and New Year | Refuse | 0 | Issued standard response letter from Streetscene Services |
| 06.01.15 | BDC161364 | Blackwell | Bin collection arrangements over Christmas and New Year | Refuse | 2 | Issued standard response letter from Streetscene Services |
| 06.01.15 | BDC161356 | Bolsover | Missed burgundy bin | Refuse | 0 | Streetscene Services advised customer after speaking to the contractors |
| 06.01.15 | BDC161358 | Shirebrook | Bin collection arrangements over Christmas and New Year | Refuse | 0 | Issued standard response letter from Streetscene Services |
| 06.01.15 | BDC161387 | Glapwell | Burgundy bin collections over Christmas and New Year | Refuse | 0 | Issued standard response letter from Streetscene Services |
| 06.01.15 | BDC161399 | Whitwell | Burgundy bin collections over Christmas and New Year | Refuse | 0 | Issued standard response letter from Streetscene Services |

Table E: Summary of Stage One Complaints 2/1/14 – 31/3/15

| | | | | | | |
|----------|-----------|-----------------|---|--------|---|---|
| 06.01.15 | BDC161404 | Barlborough | Bin collection arrangements over Christmas and New Year | Refuse | 0 | Issued standard response letter from Streetscene Services |
| 07.01.15 | BDC161446 | Clowne | Bin collection arrangements over Christmas and New Year | Refuse | 0 | Refuse Crew emptied bin as a good will gesture, advised customer correct collection dates |
| 07.01.15 | BDC161465 | South Normanton | Bin collection arrangements over Christmas and New Year | Refuse | 1 | Customer advised that the relief driver may not know the location, Streetscene Services arranged site visit and added details to refuse round |
| 07.01.15 | BDC161519 | Bolsover | Complaint regarding bin lorry driving onto paving slabs and damaging them | Refuse | | Awaiting further information from service area regarding a repair |
| 07.01.15 | BDC161536 | Clowne | Only half the black bin has been emptied | Refuse | 0 | Refuse Crew emptied bin and customer advised |
| 07.01.15 | BDC161543 | South Normanton | Burgundy bin collections over Christmas and New Year | Refuse | 2 | Refuse Crew emptied bin and customer advised |
| 07.01.15 | BDC161605 | Clowne | Missed burgundy bin | Refuse | 2 | Refuse Crew emptied bin, telephoned customer but no answer |
| 08.01.15 | BDC161814 | Shirebrook | Missed burgundy bin | Refuse | 1 | Refuse Crew emptied bin, telephoned customer but no answer |
| 09.01.15 | BDC161907 | Doe Lea | Missed burgundy bin | Refuse | 0 | Arranged for one off collection due to festive period |
| 09.01.15 | BDC161917 | Bolsover | Not happy with attitude of Refuse Operative | Refuse | 0 | Arranged for Refuse Crew to empty bin |

Table E: Summary of Stage One Complaints 2/1/14 – 31/3/15

| | | | | | | |
|----------|-----------|-------------------|--|-----------------|---|---|
| 09.01.15 | BDC162001 | Barlborough | Missed burgundy bin | Refuse | 1 | Refuse Crew returned to empty bin but customer had taken waste to the recycling centre, Crew emptied the other bin whilst on site |
| 12.01.15 | BDC162047 | Barlborough | Missed burgundy bin | Refuse | 0 | Refuse Crew emptied bin, telephoned customer but no answer |
| 13.01.15 | BDC162335 | Bolsover | Not happy that there are free bulky collections on Model Village | Refuse | 1 | Customer advised of the clearance programme |
| 13.01.15 | BDC162413 | Barlborough | Missed bin | Refuse | 1 | Supervisor visited, emptied bin and explained collection dates. |
| 14.01.15 | 535885 | Bolsover | Scaffolding contractors caused damage to property/ garden when erecting the scaffolding on the adjoining property and materials left on garden | Housing Repairs | 0 | Details passed onto the contractor |
| 15.01.15 | 540218 | Shirebrook | Tenant was told that appointment had been agreed but Operative arrived on the previous day | Housing Repairs | 5 | Repairs Co-ordinator apologised to tenant and arranged for an electrician to visit on agreed date |
| 14.01.15 | BDC162459 | Langwith Junction | Bin collection arrangements over Christmas and New Year | Refuse | 1 | Bin emptied by rural Refuse Crew as a one off collection, telephoned customer but no answer |

Table E: Summary of Stage One Complaints 2/1/14 – 31/3/15

| | | | | | | |
|----------|-----------|-------------------|---|----------------------|----|---|
| 14.01.15 | BDC162480 | Bolsover | Missed burgundy bin | Refuse | 1 | Bin not missed, bin serviced later that scheduled day |
| 14.01.15 | BDC162506 | Langwith Junction | Missed burgundy bin | Refuse | 1 | Spoke to customer, bin emptied by another Crew in the vicinity |
| 15.01.15 | BDC162727 | Langwith Junction | Missed burgundy bin | Refuse | 4 | Contractors notified, who state that this is trade waste, they will advise customer |
| 15.01.15 | BDC162830 | Clowne | Missed black bin | Refuse | 1 | Advised customer that we do not collect waste from outside the property because it is a private road, informed the customer to put a number on the bin to identify it, customer happy to purchase bin |
| 15.01.15 | BDC162836 | Out of Area | Not happy with attitude of Officer in Housing | Housing | 12 | Housing Needs Manager contacted customer |
| 16.01.15 | BDC162851 | Bolsover | Not happy with attitude of Officer in Revenues | Revenues & Benefits | 1 | Apology given |
| 16.01.15 | BDC162900 | Newton | Had to wait 3 month for recycling bin and collections not commenced | Refuse | 1 | New build - Refuse Crew made aware that properties are now occupied, customer advised |
| 19.01.15 | BDC163088 | Clowne | Customer has received an invoice for an allotment that he has turned down | Estates & Properties | 1 | Apology given, as it was a cross over in the post |

Table E: Summary of Stage One Complaints 2/1/14 – 31/3/15

| | | | | | | |
|----------|-----------|-----------------|---|------------------|---|--|
| 20.01.15 | 539785 | Bolsover | Tenant contacted to re-arrange appointment, and was told by Operative when he arrived that he didn't do this type of work, advised tenant to buy draught excluder | Housing Repairs | 7 | Contacted tenant to apologise for misunderstanding and advised that they could claim recompense for costs incurred |
| 20.01.15 | BDC163231 | Bolsover | Complaint that Customer Advisor did not complete benefit control sheet with relevant information | Customer Service | 0 | Customer happy to leave matter with Contact Centre Manager and the matter was addressed with the member of staff |
| 20.01.15 | BDC163243 | South Normanton | Customer had wrong bin collection calendar and missed collection for black bin | Refuse | 1 | Arranged for Crew to empty bin and left message for customer on the answer phone. Reissued the correct calendar |
| 20.01.15 | BDC163372 | Newton | Complaint with regard to burgundy bin collection | Refuse | 1 | Arranged for the Supervisor of burgundy bins to visit and resolve, customer advised |
| 21.01.15 | 541079 | Clowne | Tenant unhappy with the state of the property - various repairs | Housing Repairs | 1 | Left a message to advise an inspection has been arranged |
| 23.01.15 | 540467 | Bolsover | Damp problems at the property | Housing Repairs | 2 | Contacted contractors to carry out a survey |
| 23.01.15 | BDC163747 | Shirebrook | Customer complaint with regard to missed assisted bin | Refuse | 0 | Bin emptied and information passed to burgundy bin crew |
| 23.01.15 | BDC163811 | Clowne | Missed burgundy bin | Refuse | 0 | Streetscene Services contacted customer who was happy to take waste to the recycling centre |

Table E: Summary of Stage One Complaints 2/1/14 – 31/3/15

| | | | | | | |
|----------|---------------|-----------------|--|-----------------|----|---|
| 28.01.15 | BDC164385 | South Normanton | Missed assisted bin | Refuse | 2 | Arranged for bin to be emptied and crew informed |
| 28.01.15 | BDC164474 | Whaley Thorns | Missed burgundy bin | Refuse | 2 | Arranged for bin to be emptied and contractors informed, Contractor to visit customer to resolve issues |
| 28.01.15 | BDC164476 | Barlborough | Missed black bin | Refuse | 0 | Spoke to customer who is happy with response |
| 28.01.15 | BDC164480 | Barlborough | Missed black bin | Refuse | 0 | Arranged for bin and bag to be collected |
| 30.01.15 | BDC164663 | Out of Area | Complaint with regard to attitude of Officer in Housing | Housing | 1 | Housing Needs Manager contacted customer |
| 03.02.15 | 540783 | South Normanton | Damp at property/ dangerous staircase/ crack in wall | Housing Repairs | 12 | Plastering completed and vent system to be installed, staircase is not unsafe |
| 03.02.15 | 542087/538258 | Bolsover | Combi-boiler installation, no carbon monoxide detector or airbrick | Housing Repairs | 2 | Customer contacted, apology for lack of clarity, advice given by plumber on site reiterated plumbers also advised re situ |
| 03.02.15 | BDC165222 | Tibshelf | Missed burgundy bin collection | Refuse | 1 | Apology given, customer advised that bin will be emptied on the 05.02.15, happy with resolution |
| 03.02.15 | BDC165261 | Clowne | Complaint with regard to missed burgundy bin collection | Refuse | 2 | Customer contacted and apology given. Arranged for bin to be emptied and bags to be collected |
| 05.02.15 | BDC165461 | Pleasley | Complaint with regard to burgundy bin collection | Refuse | 0 | Customer contacted and apology given, spoke to crew with regard to issue |

Table E: Summary of Stage One Complaints 2/1/14 – 31/3/15

| | | | | | | |
|----------|-----------|------------|---|---------------------|---|---|
| 06.02.15 | BDC165698 | Bolsover | Missed burgundy bin | Refuse | 2 | Arranged for Refuse Crew to empty bin, happy with resolution |
| 06.02.15 | BDC165740 | Shirebrook | Missed burgundy bin | Refuse | 2 | Arranged for Refuse Crew to empty bin, happy with resolution |
| 06.02.15 | BDC165823 | Bolsover | Missed burgundy bin | Refuse | 2 | Arranged for Refuse Crew to empty bin, happy with resolution |
| 10.02.15 | BDC166159 | Glapwell | Missed burgundy bin | Refuse | 1 | Arranged for Refuse Crew to empty bin, unable to contact customer |
| 11.02.15 | BDC166389 | Whitwell | Missed assisted burgundy and black bins | Refuse | 1 | Crew returned to empty missed bins, happy with resolution |
| 11.02.15 | BDC166437 | Whitwell | Bins not being put back to the collection point | Refuse | 2 | Rounds changed, raised a memo for the Refuse Crew so that they are aware of the problem, advised customer that this should resolve the issue |
| 13.02.15 | 542929 | Clowne | Contractor not turned up to appointment | Housing Repairs | 1 | Appointment rearranged |
| 17.02.15 | BDC167078 | Bolsover | Complaint with regard to length of time taken to have tree job done | Grounds Maintenance | 1 | Visited site and explained to the customer that the tree had TPO order on it and work would not be carried out until next season, will cut the tree back and thin out subject to TPO approval |

Table E: Summary of Stage One Complaints 2/1/14 – 31/3/15

| | | | | | | |
|----------|---------------|-----------------|--|---------------------|----|--|
| 18.02.15 | 537830 | Clowne | Tenant doesn't agree damp is due to condensation | Housing Repairs | 0 | Job raised with contractors to carry out report at the property, job raised to clean mould 543421 and replace extractor fan 543618 |
| 19.02.15 | 541799 | Clowne | Tenant not happy as no contact has been made following an inspection | Housing Repairs | 22 | Doors ordered - tenant advised 23.3.15 |
| 23.02.15 | BDC167794 | Bolsover | Missed bin collection due to road resurfacing | Refuse | 0 | Crew returned to empty missed bins, happy with resolution |
| 23.02.15 | BDC167867 | Bramley Vale | Complaint with regard to ordering of burgundy bin | Refuse | 1 | Customer contacted and was able to resolve the issue - bin delivered |
| 23.02.15 | BDC167931 | Pinxton | Complaint with regard to length of time taken to have Grounds Maintenance job done | Grounds Maintenance | 2 | Visited customer and arranged for work to be carried out, timescales given to customer |
| 23.02.15 | 540100 | Bolsover | New bath fitted, dislodged wash hand basin | Housing Repairs | 2 | New job raised to re-fix wash hand basin |
| 24.02.15 | 543554 | Bolsover | Tenant complaint as no contact be made re advice about New Boiler request | Housing Repairs | 0 | Tenant advised boiler will be replaced next financial year 2015 |
| 24.02.15 | 543805/543664 | South Normanton | Tenant had to have 2 days off work for a job which should have been fixed quickly, sewerage in bath and shower | Housing Repairs | 1 | Contractors inspected property and new soil stack fitted |

Table E: Summary of Stage One Complaints 2/1/14 – 31/3/15

| | | | | | | |
|----------|------------|-----------------|--|---------------------|---|--|
| 24.02.15 | BDC168138 | Clowne | Missed burgundy and bin collections | Refuse | 0 | Contacted contractors and arranged visits with the customer to resolve the issue |
| 24.02.15 | BDC168092 | Doe Lea | Complaint regarding the noise levels from the Riverside Depot | Refuse | 0 | Crews reminded to keep noise at an appropriate level |
| 24.02.15 | BDC167994 | South Normanton | Complaint regarding bin not fully emptied | Refuse | 3 | Agreed to collect, customer advised |
| 25.02.15 | BDC168339 | Shirebrook | Complaint regarding length of time taken to remove stump/root from tree which was cut down | Grounds Maintenance | 1 | Contact made with GM team to ascertain if work had been scheduled and customer advised |
| 27.02.15 | BDC168652 | Shirebrook | Replacement burgundy bin not delivered ordered December | Refuse | 1 | Lid replaced only |
| 03.03.15 | BDC169024 | Blackwell | Complaint regarding how situation was dealt with by CAN Ranger | Housing | 1 | Contact made with customer to discuss the complaint |
| 03.03.15 | BDC 169050 | Clowne | Customer waiting for red bin delivery since 6.1.15 | Refuse | 2 | Arranged for bin to be delivered and informed customer |
| 04.03.15 | BDC 169149 | Clowne | Refuse crew damaging caddies customer had to order a 3rd replacement | Refuse | 0 | Customer contacted and advised it had been forwarded to the contractors |
| 04.03.15 | BDC 169167 | Bolsover | Tone of voice used by Customer Advisor | Customer Service | 0 | Customer contacted and advised them about call monitoring, issue raised with Advisor |

Table E: Summary of Stage One Complaints 2/1/14 – 31/3/15

| | | | | | | |
|----------|------------|-------------------|--|-----------------|----|--|
| 04.03.15 | BDC169226 | Whitwell | Attitude of Officer in Housing when discussing tenant's arrears | Housing | 11 | Contact made with customer to discuss matter |
| 05.03.15 | BDC 169287 | Bolsover | Not received bin caddy | Refuse | 12 | Caddy delivered 24.3.15 |
| 06.03.15 | BDC 169443 | Shirebrook | Housing Repairs van parked on pavement blocking access for mobility scooter user | Repairs | 0 | Customer contacted and apology given, advised the matter would be addressed by the Repairs Manager to relay to the team |
| 09.03.15 | 543922 | South Normanton | Outstanding repair - No card left, tenant in on appointment day | Housing Repairs | 0 | Job re raised and completed on the 12.3.15 |
| 09.03.15 | BDC169699 | Langwith Junction | Length of time taken to deliver a burgundy bin | Refuse | 1 | Contractors contacted and arrange for the bin to be delivered on the 10.3.15 |
| 13.03.15 | BDC170925 | Bolsover | Complaint with regard to bin lorries driving on grass verge | Refuse | 0 | Visit made to location photographs taken and crew advised. Forwarded to Grounds Maintenance team to repair damage |
| 13.05.15 | BDC170962 | Tibshelf | Missed burgundy bin | Refuse | 2 | Advised contactors will only send a vehicle if spare men are available |
| 13.03.15 | BDC171005 | Bolsover | Length of time taken to deliver a burgundy bin | Refuse | 4 | Customer contacted and apology given, the job had not been placed on the system correctly. Advised problem with the delivery of burgundy bins/ caddies but it would be as soon as possible |

Table E: Summary of Stage One Complaints 2/1/14 – 31/3/15

| | | | | | | |
|----------|------------|-----------------|--|---------------------|----|---|
| 16.03.15 | BDC171192 | Shirebrook | Length of time taken to deliver a burgundy bin | Refuse | 2 | Bin re-ordered, customer informed. |
| 17.03.15 | BDC 171361 | Tibshelf | Missed bin - crew refused to take, no explanations given | Refuse | 5 | Complaint forwarded to contractors and customer advised |
| 17.03.15 | BDC171412 | South Normanton | Length of time taken to deliver a burgundy bin | Refuse | 5 | Bin delivered by contractors |
| 17.03.15 | BDC171479 | Whaley | Amount of litter at bottom of Hillstown to Langwith | Grounds Maintenance | 18 | Litter removed/ flytipping referred to Environmental Health - customer advised |
| 18.03.15 | BDC 171886 | Clowne | Caddy ordered and not yet received | Refuse | 1 | Contractors delivered caddy 19.3.15 |
| 18.03.15 | BDC171954 | South Normanton | Assisted burgundy bin missed | Refuse | 5 | Customer to monitor and advise if problem recurs - correct collection day advised |
| 19.03.15 | BDC172119 | Whitwell | Complaint with regard to attitude of Housing staff member when discussing rent arrears | Housing | 1 | Contact made with customer to discuss matter - duplicate of complaint received 4.3.15 |
| 19.03.15 | BDC172209 | Whaley Thorns | Missed burgundy bin | Refuse | 5 | Returned to empty bin, Crew have been made aware |
| 20.03.15 | BDC172317 | Shuttlewood | Length of time taken to deliver a burgundy bin caddy | Refuse | 2 | Delivered by contractors 24.3.15 |
| 23.03.15 | BDC172543 | Newton | Outstanding replacement burgundy bin | Refuse | 1 | Bin delivered by contractors 24.3.15 |
| 24.03.15 | BDC172789 | Clowne | Does not agree with purchasing bins, feels there is a lack of information on website | Refuse | 1 | Customer contacted and advised of policy |

Table E: Summary of Stage One Complaints 2/1/14 – 31/3/15

| | | | | | | |
|----------|------------|-----------------|---|---------------------|----|---|
| 24.03.15 | BDC 172919 | Pinxton | Burgundy bin not being returned to collection point | Refuse | 1 | Details sent through to contractors to address, customer advised |
| 24.03.15 | 541799 | Creswell | Chase up for new doors | Housing Repairs | 5 | Doors now fitted |
| 25.03.15 | 544245 | Shirebrook | Complaint regarding damp and mould | Housing Repairs | 0 | Remedial work raised, to be included in next financial year for the more extensive work |
| 25.03.15 | BDC 172969 | Creswell | Customer stating black bin is lost, Streetscene Services advise no bins lost. Burgundy bin not emptied due to plastic bag | Refuse | 3 | Refuse team tried to make contact but number not recognised. Customer needs to purchase a new black bin |
| 26.03.15 | 545813 | Clowne | Radiators not working | Housing Repairs | 1 | Tenant advised new radiators to be fitted |
| 26.03.15 | BDC173332 | South Normanton | Is not happy to pay for a green bin that has gone missing | Refuse | 8 | Advice emailed to customer re charges for bins |
| 27.03.15 | BDC173578 | Creswell | Customer complaint regarding council tax staff, felt they were unhelpful and abrupt when customer rang | Revenues & Benefits | 9 | Customer contacted |
| 30.03.15 | 477289 | Creswell | Surrounding wall of property loose and crumbling | Housing Repairs | 5 | Inspection raised to investigate |
| 31.03.15 | BDC173920 | South Normanton | RCV left tyre marks on customers grass verge | Refuse | 20 | Passed to contractors to investigate to visit |

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 | | 2 | 2 | | 6 | 6 | |
| Community Services | | | | | | | | | | | | | | | |
| Legal, Governance and Elections | | | | | | | | | | | | | | | |
| Economic Growth | | | | | | | | | | | | | | | |
| Estates & Property | | | | 1 | 1 | | 3 | 3 | | 1 | 1 | | 5 | 5 | |
| Environmental Health | 1 | | 1 | 2 | 1 | 1 | | | | | | | 3 | 1 | 2 |
| Finance | | | | | | | | | | | | | | | |
| Housing | 10 | 8 | 2 | 21 | 10 | 11 | 25 | 23 | 2 | 24 | 16 | 8 | 80 | 57 | 23 |
| Leisure | | | | 1 | | 1 | | | | | | | 1 | | 1 |
| Planning | | | | | | | | | | | | | | | |
| Revenues & Benefits | 2 | 1 | 1 | 3 | 3 | | 1 | 1 | | 2 | 1 | 1 | 8 | 6 | 2 |
| Streetscene Services (Refuse) | 28 | 28 | | 34 | 34 | | 33 | 33 | | 84 | 75 | 9 | 179 | 170 | 9 |
| Streetscene Services (GM) | 6 | 6 | | 11 | 8 | 3 | 7 | 6 | 1 | 4 | 3 | 1 | 28 | 23 | 5 |
| Total | 47 | 43 | 4 | 73 | 57 | 16 | 73 | 70 | 3 | 117 | 98 | 19 | 310 | 268 | 42 |

Table G: Summary of Stage Two Complaints 2/1/15 – 31/3/15 (responded to by department)

| Date Received | Area | Summary of Complaint | Departments Involved | Date Response Sent | No of work days | Remedy |
|----------------------|--------------|---|-----------------------------|---------------------------|------------------------|--|
| 07/01/15 | Creswell | Tenant's DHP claim has been cancelled | Revenues & Benefits | 14/01/15 | 5 | Ongoing DHP claim |
| 15/01/15 | Clowne | Not had an insert to the burgundy bin despite several requests | Streetscene Services | 05/02/15 | 15 | Insert delivered |
| 20/01/15 | Bolsover | Unhappy with how he was spoken to by Revenues staff | Revenues & Benefits | 30/01/15 | 8 | Reminder sent prior to payment being made |
| 26/01/15 | Shirebrook | Unhappy with wind turbine | Estates & Properties | 09/02/15 | 10 | Reasons the turbine is not working to full capacity given |
| 28/01/15 | Bramley Vale | Unhappy with damp problems at property | Housing | 20/02/15 | 17 | Inspection raised and works ordered |
| 30/01/15 | Clowne | Unhappy with treatment when rang the emergency number on behalf of her mother | Housing | 09/02/15 | 6 | Apology for manner of Officer dealing with enquiry |
| 06/03/15 | Bolsover | Property owned by Cresta, let via Bolsover Letting system, is damp | Housing | 24/03/15 | 12 | Inspection raised and tenant has refused work due to her moving |
| 06/03/15 | Clowne | Unhappy with development being given Planning permission | Planning | 16/03/15 | 6 | Advice on matters considered by the Planning department |
| 11/03/15 | Shirebrook | Has problems with windows - not resolved | Housing | 24/03/15 | 9 | Inspection raised and appropriate work will be undertaken |
| 07/01/15 | Creswell | DHP claim has been cancelled | Revenues & Benefits | 14/01/15 | 5 | Ongoing DHP claim |
| 11/03/15 | Clowne | Problems with windows | Housing | 24/03/15 | 9 | Inspection raised and appropriate work will be undertaken |
| 18/03/15 | Creswell | Wants repairs to plastering | Housing | 27/03/15 | 7 | Damp caused by condensation, some remedial works to be carried out but tenant lifestyle - advice leaflet given |

Table G: Summary of Stage Two Complaints 2/1/15 – 31/3/15 (responded to by department)

| Date Received | Area | Summary of Complaint | Departments Involved | Date Response Sent | No of work days | Remedy |
|----------------------|-------------|--|-----------------------------|---------------------------|------------------------|---|
| 11/03/15 | Bolsover | Unhappy with planning permission given | Planning | 23/03/15 | 8 | Explanation of where in the planning process this application is |
| 23/03/15 | Bolsover | Why is the regeneration work not done to a better standard around the war memorial in Bolsover | Economic Growth | 08/04/15 | 10 | The kerbing was not intended to be replaced through the public realm improvements as DCC responsibility |

Table H: Summary of Stage Two Complaints 2/1/15 – 31/3/15 (responded to by CS & I)

| Date Received | Area | Summary of Complaint | Departments Involved | Date Response Sent | No of work days | Remedy |
|----------------------|-----------------|--|---|---------------------------|------------------------|--|
| 05/01/15 | Shirebrook | Advises that the drains had collapsed resulting in loss of bathing facilities over the Christmas break | Estates & Properties | 26/01/15 | 15 | Drains were blocked with inappropriate waste, advised not to dispose of wipes and other paper down the drains previously |
| 07/01/15 | Bolsover | Various repairs issues and reporting anti-social behaviour next door | Housing Community Safety | 27/01/15 | 14 | Repairs inspection arranged - SYW responsible for flooding, anti-social behaviour to be reported at time of occurring |
| 09/01/15 | Shirebrook | Various problems with litter in Shirebrook | Community Safety Streetscene Services | 06/02/15 | 20 | Explanation of initiatives for clearance |
| 14/01/15 | South Normanton | Litter in South Normanton and non response | Streetscene Services Customer Services | 04/02/15 | 15 | Response regarding several issues, litter, flytipping and maintenance issues |
| 14/01/15 | Shirebrook | Litter in Shirebrook | Community Safety Streetscene Services | 04/02/15 | 15 | Explanation of initiatives for clearance |
| 21/01/15 | Whitwell | Unhappy that the application submitted for retrospective planning permission was invalid | Planning | 11/02/15 | 15 | Rationale behind the decision on a retrospective planning application |
| 06/02/15 | Tibshelf | Contradictory advice given in relation to excess waste collection | Streetscene Services Customer Services | 18/02/15 | 8 | Rationale behind the advice to disrupt bin collections in worsening inclement weather conditions |

Table H: Summary of Stage Two Complaints 2/1/15 – 31/3/15 (responded to by CS & I)

| Date Received | Area | Summary of Complaint | Departments Involved | Date Response Sent | No of work days | Remedy |
|----------------------|-------------|--|------------------------------------|---------------------------|------------------------|---|
| 12/02/15 | Creswell | Landlord wishes to act as common law agent to tenant | Revenues & Benefits | 06/03/15 | 15 | The effect of common law agency agreement is limited in terms of the claim |
| 12/02/15 | Bolsover | Landlord wishes to act as common law agent to tenant | Revenues & Benefits | 06/03/15 | 15 | The effect of common law agency agreement is limited in terms of the claim |
| 11/02/15 | Unknown | Advice about timescales on website incorrect | Legal, Governance & Elections | 23/02/15 | 8 | Apology - website has now been updated |
| 02/02/15 | Tibshelf | Unhappy with smaller replacement bin | Streetscene Services | 02/03/15 | 15 | Policy change means smaller domestic bins are provided (to encourage recycling) |
| 04/03/15 | Barlborough | Unhappy that no action has been taken in relation to flyposting in Barlborough | Planning Customer Services | 17/03/15 | 9 | Apology for lack of information |
| 10/03/15 | Bolsover | Concerned does not succeed to late mother's property | Housing | 16/03/15 | 4 | Succession passed to client - housing questions need to be asked to clarify housing needs |
| 05/03/15 | Clowne | Issues with football being played on Council land adjacent to property | Leisure Streetscene Services Legal | 02/04/15 | 20 | Offer to consult with neighbours to ascertain level of nuisance/ requirement for fencing |
| 18/03/15 | Blackwell | Various complaints about street signage | Estates & Properties | 01/04/15 | 10 | Jobs have been inputted and work will be carried out as appropriate |
| 18/03/15 | Bolsover | Complaints about timescales for repairs | Housing | 02/04/15 | 11 | Roofing works to be carried out under conservation, other repairs completed |

Table H: Summary of Stage Two Complaints 2/1/15 – 31/3/15 (responded to by CS & I)

| Date Received | Area | Summary of Complaint | Departments Involved | Date Response Sent | No of work days | Remedy |
|----------------------|-------------|--|-----------------------------------|---------------------------|------------------------|--|
| 18/03/15 | Pinxton | Does not want replacement door to (leasehold) flat | Housing | 27/03/15 | 7 | Doors are to be replaced |
| 18/03/15 | Stonebroom | Wants housing for son | Housing | 08/04/15 | 13 | Advised applicant to contact office to discuss housing options |
| 18/03/15 | Tibshelf | Unhappy with planning permission given | Planning | 08/04/15 | 13 | Explanation of planning matters considered |
| 30/03/15 | Shirebrook | Problems with housing benefit leading to notice seeking possession | Housing Revenues & Benefits | 17/04/15 | 12 | Housing benefit delays due to lack of information by customer |
| 31/03/15 | Whitwell | Unhappy with how dealt with when contacting Housing by telephone | Housing | 20/04/15 | 14 | Dealt with appropriately |

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 | | 3 | 3 | | 17 | 17 | |
| Community Services | 2 | 2 | | | | | 2 | 2 | | 3 | 2 | 1 | 7 | 6 | 1 |
| Environmental Health | 2 | 2 | | 4 | 4 | | 2 | 2 | | | | | 8 | 8 | |
| Economic Growth | | | | | | | 1 | 1 | | 1 | 1 | | 2 | 2 | |
| Estates & Properties | 2 | 2 | | 4 | 4 | | 2 | 2 | | 3 | 3 | | 11 | 11 | |
| Finance | | | | | | | | | | | | | | | |
| Housing | 9 | 9 | | 14 | 14 | | 8 | 7 | 1 | 13 | 12 | 1 | 44 | 42 | 2 |
| HR & Payroll | 1 | 1 | | | | | | | | | | | 1 | 1 | |
| Legal, Governance & Elections | 3 | 3 | | 1 | 1 | | 2 | 2 | | 2 | 1 | 1 | 8 | 7 | 1 |
| Leisure | 1 | 1 | | | | | 3 | 3 | | 1 | | 1 | 5 | 4 | 1 |
| Planning | 1 | 1 | | 3 | 3 | | 3 | 3 | | 5 | 5 | | 12 | 12 | |
| Revenues & Benefits | 8 | 8 | | 4 | 4 | | 6 | 6 | | 6 | 6 | | 24 | 24 | |
| Streetscene Services | 7 | 7 | | 5 | 5 | | 10 | 9 | 1 | 7 | 5 | 2 | 29 | 26 | 3 |
| Total | 40 | 40 | | 39 | 39 | | 45 | 43 | 2 | 44 | 38 | 6 | 168 | 160 | 8 |

Table J: Summary of Stage Three Complaints 02/01/15 – 31/03/15

| Date Received | Area | Summary of Complaint | Departments Involved | Date Response Sent | No of work days | Remedy |
|----------------------|-----------------|---|---|---------------------------|------------------------|--|
| 02/01/15 | Clowne | Not happy with response from formal investigation complaint, feels that the Council has not undertaken their legal duties | Planning Environmental Health | 30/01/15 | 20 | Planning Department have no jurisdiction, resident advised to contact Environmental Health (as previously by that department) regarding any ongoing issues |
| 14/01/15 | South Normanton | Not happy with decision not to progress with Armed Forces discount | Leisure | 11/02/15 | 20 | Apology that this work has not progressed more quickly, but will be looked at |
| 19/01/15 | Bolsover | Objection to Bolsover development | Planning Estates & Property Economic Growth | 16/02/15 | 20 | Rationale behind development, opportunity to object has now passed |
| 13/02/15 | Whitwell | Application submitted for retrospective planning permission invalid | Planning | 02/03/15 | 11 | Planning process applied correctly |
| 27/02/15 | Unknown | Not happy with FOI response | Customer Service & Improvement | 16/03/15 | 11 | Absolute exemption correctly applied under the Freedom of Information Act 2000 |
| 19/03/15 | Shirebrook | Unhappy that work has not been carried out to clear litter | Streetscene Services | 17/04/15 | 19 | Areas under the Council's jurisdiction cleared - private land has to be investigated by Environmental Health |

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 | 24/10/14 | Maladministration but no injustice. There were some errors but they did not lead to enough injustice for the Ombudsman to pursue the matter further |
| 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 | 27/08/14 | 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 | | | 27/06/14 | 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 | | | | 09/09/14 | 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 | | | 05/11/14 | 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 | | | 14/01/15 | Closed after initial enquiries - out of jurisdiction |
| 4/3/15 | Clowne | Tenant has not been assessed for re-housing and the property is uninhabitable | Housing | | | | Initial enquiries – passed to Investigator |
| 16/3/15 | Clowne | Complaining that the Council will not enforce against a developer to adjust floodlights | Planning | | | 16/03/15 | Closed after initial enquiries – no further action - the Ombudsman will not investigate this complaint as there is no maladministration and the planning decisions are out of time |
| 31/3/15 | Clowne | The Council is responsible for the tree falling in the closed churchyard in Clowne causing damage to the grave | Finance (Insurance) | | | | Initial enquiries - referred to BDC as the complaint has not been dealt with, currently going through the insurance process |

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 2/1/15 – 31/3/15 |
| Table B: | Compliments summary by department 2014/15 |
| Table C: | Comments summary 2/1/15 – 31/3/15 |
| Table D: | Comments summary by department 2014/15 |
| Table E: | Stage one complaints summary 2/1/15 – 31/3/15 |
| Table F: | Stage one complaints summary by department 2014/15 |
| Table G: | Stage two complaints summary (departmental response) 2/1/15 – 31/3/15 |
| Table H: | Stage two complaints summary (CS & I response) 2/1/15 – 31/3/15 |
| Table I: | Stage two complaints summary by department 2014/15 |
| Table J: | Stage three complaints summary 2/1/15 – 31/3/15 |
| 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

15th June 2015

Housing Department – Quarterly Report

Report of the Portfolio Holder for Housing and IT

This report is public

Purpose of the Report

- The keep members informed about activities within the housing department.

1 Report Details

- 1.1 Performance on rent arrears remains challenging – with year end rent arrears around 2% of the total rent roll, which is comparable to previous recent years. However, the pattern of arrears is changing, officers remain successful in tackling cases with large rent arrears, but there has been an increase in tenants with low level arrears. Officer feel that there are multiple reasons for this including, bedroom tax, an increase in people with zero hours contracts or irregular work (with gaps in HB), delays in processing benefits, other welfare reform measures including sanctions.
- 1.2 Other performance has been good, with repairs being carried out within timescales and to a high quality. Performance on emergency and appointed repairs remains good with 98.7% of jobs completed on time, and high rates of customer satisfaction. 100% of gas servicing was carried out on time.
- 1.3 Mariola Babinska has been appointed into the new Community Cohesion Officer post and will be working with newly emerging communities across the district, especially within Shirebrook. She is playing an active role in developing activities for the Community Fun Day event to take place at the Shirebrook Academy on 4th July. Mariola has also met with all relevant partner agencies regarding the Community Cohesion role. Also leaflets in Polish were printed for the Cycle Festival on 31st May, which Mariola also attended.
- 1.4 Jo Wilson has been appointed into the vacant CAN Ranger post and will mainly be covering South Normanton and will be partnered with Chris Lindley. The start date is 1st July.
- 1.5 The Council have been successful in using the new powers under the Police and Anti-Social behaviour Act to gain a property closure order in Creswell This was a council tenant who the property to be used in in a way that caused nuisance to

neighbours. This has been publicised via the Council's publicity officer on the internet.

- 1.6 Officers continue to work with colleagues in South Derbyshire and Chesterfield to develop an alarm monitoring service to deal with all calls across Derbyshire. Recent developments include tendering for the monitoring equipment to replace the kit currently in Central Control, working on the legal structure, and developing joint procedure with other authorities.. The project remains on target to go live from April 2016.
- 1.7 DCC have extended the current contracts for floating support and static wardens for an additional 12 months. DCC had originally proposed withdrawing funding for static wardens which would have left some people without support. However, officers have lobbied for the extension of floating support to also include people in sheltered accommodation. DCC have not yet completed their consultation.
- 1.8 Officer have held a series of meeting with CJ Woodheads who have been appointed as new build partners and will be developing a number of schemes for new build council housing. The company are keen to give a presentation to a future meeting of members.
- 1.9 The Authority has taken possession of all properties at new Houghton these were built by Keir as part of the Tarran redevelopment project. In total, across sites, the council have provided 50 new council bungalows (all 2 beds) and 15 family houses (5 three bed and 10 two beds)
- 1.10 Work on New Bolsover is progressing. The architects (Halsall Lloyd Partnership) have brought forward some design options and there will be an open day for residents on 2nd June, and outcomes will be presented to the Heritage Lottery Fund in 16th June 2015.
- 1.11 The mutual exchange site (Swap and Move) has gone live and has been used by over 70 residents. This is an externally hosted site which allows tenants to 'advertise' their own council property and look for an exchange either locally or nationally.
- 1.12 The Tenant Participation Officer is currently working on an "Annual Report" for tenants. This will be sent to all council tenants to keep them informed of performance and projects.

2 Conclusions and Reasons for Recommendation

- 2.1 That the report is noted.

3 Consultation and Equality Impact

- 3.1 None

4 Alternative Options and Reasons for Rejection

- 4.1 .Not applicable

5 Implications

5.1 Finance and Risk Implications

None

5.2 Legal Implications including Data Protection

None

5.3 Human Resources Implications

None

6 Recommendations

6.1 That this report is noted.

7 Decision Information

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

8 Document Information

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

Bolsover District Council

Executive

15 June 2015

Strategic Risk Register

This report is public

Report of the Portfolio Holder for Audit

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 March 2015, 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 the annual review at the Business Risk Group. 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 March 2015 is set out in **Appendix 1** for consideration by Executive. The intention is that this review of the Register will secure the following objectives:

- Identify any newly emerging risks which need to be added to the Register and removing any risks that have been resolved. An 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. Alongside the declining level of central government financial support it is anticipated that over the coming year there will be a significant amount of legislation which impacts directly on local government. Both these changes are anticipated 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 the predominant issue that was raised in respect of the Council's position over the coming year concerned the risk of a period of significant legislative change following the outcome of the General Election. This issue already features in Strategic Risk 2 as identified in Appendix 1 to this report while section 2.2 (above) has been amended to help ensure appropriate weight is given to this issue.
- 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. The Business Risk group will continue to give consideration to appropriate training and raising awareness in order to support effective risk management across the organisation.

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. 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. Given that this report is part of the approach to help ensure the effective management of risk there is not an alternative to the preparation of this report.

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 Executive approves the Strategic Risk Register as at 31st March 2015 as set out in Appendix 1.

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. |

8 Document Information

| Appendix No | Title | |
|---|--|----------------|
| 1 | Strategic Risk Register as at 31 st March 2015. | |
| <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> | | |
| Master Risk Register | | |
| Report Author | | Contact Number |
| Executive Director – Operations | | 2431 |

STRATEGIC RISK REGISTER SUMMARY AS AT: 31st MARCH 2015

| | 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. An increase in policy announcements / legislative changes | <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 |
|---|--|---|---|---|--------------------------------------|
| | is anticipated 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 |

| | Risk | Consequences | Risk Score (Likelihood Impact) x | Risk Score (Likelihood Impact) x Taking into Account Current Controls | Risk Owner / Lead Officer |
|---|---|---|---|--|--|
| 8 | Governance Arrangements including Performance, Finance and Risk Management need to be maintained in order to continue to operate effectively in a rapidly changing environment. | <ul style="list-style-type: none"> • Adverse Impact upon Service Quality. • Failure to deliver high quality services which address national and local priorities. • Significant adverse reputational impact. | 3,4 12 | 2,4 8 | Chief Financial Officer / Monitoring Officer |

Bolsover District Council

Executive

15 June 2015

Hard to Let / Sheltered Housing Update

Report of the Portfolio Holder for Housing and IT

This report is public

Purpose of the Report

- To update members on progress on the recommendations from the Improvement Scrutiny report into hard to let properties.
- To establish a working group to take forward the issues raised by the Scrutiny Committee and the earlier Fletcher review including the fact that there are a number of the Sheltered Housing schemes where accommodation is currently vacant with the Council struggling to attract suitable tenants.

1 Report Details

1.1 On 2 March 2015 Executive received a report from Improvement Scrutiny Committee on hard to let properties. This report concluded that the majority of hard to let properties were sheltered housing, and made a number of suggestions to address these. The Executive accepted the following

- (1) *The report of the scrutiny review into Hard to Let Properties be noted.*
- (2) *The recommendations concerning operational actions (such as painting and decorating) be undertaken as soon as practicable, with a further report to come back to Executive in three months' time setting out what action had been taken and how the other recommendations could be taken forward.*
- (3) *Thanks be expressed to the Scrutiny Officer for her support to the Scrutiny Committees over the past year.*

1.2 This report is intended to update members on progress and to recommend that we build upon the work of the Scrutiny Committee by setting up a joint working group of Members and Officers. In addition to the work of Scrutiny the working group will take into account other work already available and in particular a review by Peter Fletcher Associates. Crucially, however, the working group will need to ensure that it operates in the light of the review of accommodation based support that is currently being carried out by Derbyshire County Council. Given that a significant element of the funding for the Council's current provision is derived from Derbyshire County Council it is crucial that the services operated by this Council are reviewed

to ensure that local vulnerable residents continue to benefit from the highest standard of provision possible and that they have a choice as to which type of housing best meets their personal circumstances. In order to ensure we meet these objectives the Council needs to ensure that its vulnerable persons support services are aligned with the changes to be introduced by the County Council.

Response to Scrutiny Recommendations:

- 1.3. The recommendations that were included within the Scrutiny Report suggested a number of practical steps to address the high levels of void properties that are evident within the Council's Sheltered Accommodation that are currently costing the Council some £100,000 a year in lost rent alone. The progress against each of these actions is summarised below:

That Bedsits be renamed Studio Flats and this term be used in all advertising of the properties.

As advised to the Scrutiny Committee this needs to be implemented by way of changes in the Choice Based Lettings (CBL) software which can only be actioned by the software supplier. This change has been requested from the supplier and we are currently awaiting a timescale for implementation. The position is, however, complicated by the fact that the regional CBL system now appears to be in the process of being disestablished and there may be a requirement to adopt a new system in the near future in order to replace the current software to maintain an effective CBL system in place. There will be a report to the July meeting of Executive concerning future arrangements in respect of CBL and it is considered unlikely that we can arrange a cost effective upgrade prior to that meeting. Once Members have agreed a way forward for Choice Based Letting then this recommendation will be actioned at the earliest opportunity.

That a programme of improvements to void properties be developed which includes basic decoration to ensure that the properties are ready to move into.

At its meeting in March 2015 Executive approved acceptance of a tender to establish a framework of companies to provide painting services. Officers from the Joint Procurement Unit are currently finalising contract terms and once this is achieved officers will begin a programme of redecorating an appropriate number of the void properties as part of a package designed to attract new tenants.

That the flat at Valley View currently used as an office for the Support Officers be returned for use as residential accommodation.

The property used by Support Officers at Valley View is a bedsit that has been difficult to let, with the alternative accommodation being the annex which will need additional work to meet the requirements of DCC (who currently fund the service) Officers have come to the view that this will only be undertaken once other void properties within Valley View have been occupied. This approach is considered to be the correct approach to ensure that HRA funding – which is derived from tenants rents – is used in a cost effective fashion.

That support be considered to offer to interested tenants as an incentive to move into Sheltered Accommodation.

The key initiative supporting this recommendation was that the Council should look to widen the eligibility for these properties. This will be taken forward as part of the review of Choice Based letting that is being taken to the July meeting of Executive. In addition where a potential tenant expresses interest in occupying a property housing officers will work with them to address concerns and practical difficulties arising from moving home.

That an advertising/marketing campaign be undertaken to promote the sheltered accommodation with a number of void properties (predominantly Valley View, Bolsover and Victoria House, Creswell).

This campaign will commence once there are show flats in place for potential residents to view.

- 1.4. It is intended that part of the remit of the working party would be to monitor progress in addressing the Scrutiny recommendations including their success in reducing the number of void properties.

County Wide Funding of Support for Elderly People

- 1.5. Linked with the issue of Sheltered Housing is that of the future funding of support to older people. As members are aware DCC have been reviewing the longer term funding of services that were previously considered as 'Supporting People' services. Initially the County Council proposed withdrawing funding for static wardens. This Council as part of a wider partnership with other local authorities lobbied strongly to ensure that the contract for floating support was sufficiently flexible to include those tenants who would be losing a resident warden. Given the continued impact of the austerity agenda the County is continuing of necessity to review the range of services that it provides. A potential outcome of this review is that the level of financial support available to Sheltered Housing will reduce which would place an increased element of the financial costs upon residents themselves. Clearly if costs for residents were to rise it will result in Sheltered Housing becoming a less attractive option for both current and potential future residents, which would have a significant impact upon the Council's ability to attract tenants. Current indications are that the funding level will be further reduced and one key issue for the working party will be to ensure that the Council is in a position to consider and respond to the impact of this at the earliest possible opportunity.
- 1.6. While the review of Sheltered Housing is partly driven by the austerity agenda Cabinet will be aware that another major factor is that well established services such as Sheltered Housing are now increasingly perceived as not being appropriate by potential residents. Given the reduction in the level of available resources to fund supported housing it is no longer considered appropriate that funding is targeted at Sheltered Housing when many potential tenants no longer view this as the housing tenure of choice. This shift in attitudes and personal choice regarding services is shown in the clear decline in demand for traditional sheltered housing which has been evident for a number of years. In the face of this declining demand and to enable resources to be moved into services which people want to choose many organisations have taken the decision to deregister some or all of the sheltered housing or in some cases demolish the buildings and redevelop the sites.
- 1.7. Previously in the light of these trends the Housing Department in September 2011 had commissioned some research by Peter Fletcher Associates to look at sheltered

housing. This was done as part of the preparatory work for the successful attempt to retain the warden services that was funded by Derbyshire county Council. While the report concluded that the condition of the structure of the buildings was good, it also noted that whilst some schemes remained popular others were unlikely to attract residents because of their location away from shops and other amenities. The Scrutiny report in large part was concerned with identifying measures which could be used to address this declining demand, with Scrutiny noting that certain schemes had become difficult to let in part because of declining demand.

- 1.6 Given the changes that are happening one of the clear roles for the working party will be to look at the level of demand within the current schemes and to consider whether concentrating Sheltered Housing on fewer sites would provide a better service for tenants and a more effective choice of housing options. Given that all of the schemes are in good structural repair to the extent to which they were to be considered unsustainable as Supported Housing they could be adapted to meet other Housing needs within the District. Given the Council's wider agenda of promoting growth there may be options for a wider regeneration programme for a small number of sites.
- 1.7 Given the extent of the issues which have been identified both by Scrutiny and in this report it is important that the Council is well positioned to respond to the anticipated changes to funding that will be introduced by the County Council. Accordingly it is proposed that the group will be a working group of members and officers consisting of
- The Portfolio Holder for Housing
 - The Deputy Leader
 - The Chair of Improvement Scrutiny
 - The JAD Community Safety and Head of Housing
 - A representative from Property Services
 - The Housing Needs Manager
 - The Housing Enforcement Manager

The Group will report back to Executive after a period of six months.

2 Conclusions and Reasons for Recommendation

- 2.1 The Council's Housing service is committed to providing housing solutions that meet the needs of local residents. It is clear that the demand for some sheltered housing schemes is reducing and officers guided by the working party will look to address this in part through the implementation of the recommendations made by Improvement Scrutiny. However, the developing position in respect of funding for Supported Services may well make Sheltered Housing a less attractive option for local residents with corresponding impacts upon the level of void properties. The Working Party will also consider the position as set out in the previous report by Peter Fletcher associates.
- 2.2 Given the extent of the work that needs to be undertaken together with the timescales to which the County Council funding review will be conducted it is recommended that a further report be brought back to Executive in six months time.

3 Consultation and Equality Impact

3.1 There are no consultation or equality issues arising at this stage. Should consultation be necessary in order to inform the report to Executive then the working group will initiate the necessary work. As part of the report to Executive consideration will be given as to whether any of its recommendations require a process of consultation. It should be noted that the Fletcher report referred to in this report undertook an extensive consultation with tenants the outcomes of which will be available for the working party to consider.

4 Alternative Options and Reasons for Rejection

4.1 These are considered throughout the report.

5 Implications

5.1 Finance and Risk Implications

These are outlined where appropriate within the report, but Executive should note that they will all be met from within existing Approved Budgets.

5.2 Legal Implications including Data Protection

Not directly.

5.3 Human Resources Implications

Not directly, however proposals by DCC about the future funding of support services are likely to have HR implications.

6 Recommendations

6.1 That the position in respect of actions arising out of the recent Improvement Scrutiny report into hard to let properties is noted.

6.2 That a working group of officers and members is established to consider the future direction of the Sheltered Housing schemes in the light of the DCC review to ensure that they are continuing to meet the needs of local residents.

6.3 That the working group report back to Executive in a period of 6 months.

6.4 That the other recommendations made by the Scrutiny Report (i.e. other than decoration) are not progressed until the recommendations from the working group have been considered by Executive

7 Decision Information

| | |
|---|---------------|
| Is the decision a Key Decision? | No |
| District Wards Affected | None Directly |
| Links to Corporate Plan priorities | |

| | |
|----------------------------|--|
| or Policy Framework | |
|----------------------------|--|

8 Document Information

| Appendix No | Title |
|---|-----------------------|
| | |
| <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 |
| | |

Bolsover District Council

Executive

15th June 2015

| |
|---|
| Arrears – Irrecoverable Items over £2500 |
|---|

Report of the Leader of the Council

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 £24,280.49 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 | |
| 1 | Council Tax | £2,187.01 |
| 2 | Business Rates | £15,133.46 |
| 1 | Benefit Overpayments | £3,364.01 |
| 1 | Sundry Debtors | £3,596.01 |
| | Total | £24,280.49 |

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 £24,280.49 with the proviso that should any of the debts become collectable the amounts be re-debited.

7 Decision Information

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

| | |
|---|---|
| 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 – Bankruptcy |
| 2 | Business Rates: Amounts for Write Off – Liquidation |
| 3 | Benefit Overpayments: Amounts for Write Off – Bankruptcy |
| 4 | Sundry Debtors: Amounts for Write Off - Bankruptcy |
| 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>Liable From</u> | <u>Liable To</u> | <u>Bill Balance</u> |
|--------------------------|--------------------------|-------------------------------|------------------------|--------------------|------------------|---------------------|
| 1 901131333 | MORTON,MISS JACQUELINE A | 86 BRACKEN ROAD SHIREBROOK | £2,187.01 | 01/04/2013 | 10/07/2013 | £ 86.72 |
| | | | | 10/07/2013 | 01/04/2014 | £ 760.24 |
| | | | | 01/04/2014 | 01/04/2015 | £1,340.05 |
| | | | <u>£2,187.01</u> | | | |

BUSINESS RATES: AMOUNTS FOR WRITE OFF: LIQUIDATION

| <u>Account Reference</u> | <u>Lead Liable Name</u> | <u>Address</u> | <u>Account Balance</u> | <u>Liable From</u> | <u>Liable To</u> | <u>Bill Balance</u> |
|--------------------------|--------------------------------|--|------------------------|--------------------------|--------------------------|--------------------------|
| 1 800173807 | RETAIL GIFTS LTD | UNIT 8 DOBBIES GARDEN CENTRE HIGHWOOD WAY BARLBOROUGH | £ 7,881.46 | 01/14/14 | 19/02/2015 | £ 7,881.46 |
| 2 800182504 | PURE AIR BUILDING SERVICES LTD | UNIT 4 NEW BROOK BUSINESS PARK WEIGHBRIDGE ROAD SHIREBROOK | £ 7,252.00 | 01/04/2010 01/04/2011 | 01/04/2011 01/04/2012 | £ 4,968.00 £ 2,284.00 |
| | | | <u>£15,133.46</u> | | | |

BENEFIT OVERPAYMENT: AMOUNTS FOR WRITE OFF: BANKRUPTCY

| | <u>Account Reference</u> | <u>Lead Liable Name</u> | <u>Address</u> | <u>Account Balance</u> | <u>Invoice Number</u> | <u>Bill Balance</u> |
|---|--------------------------|-------------------------|-------------------------------|-------------------------------|----------------------------------|--------------------------------------|
| 1 | 46831 | MRS DOROTHY COOK | 245 MODEL VILLAGE CRESWELL | £ 3,364.01 | 30243895 30243905 30243918 | £ 258.79 £ 1,610.54 £ 1,494.68 |
| | | | | <hr/> £ 3,364.01 <hr/> | | |

SUNDRY DEBTOR: AMOUNTS FOR WRITE OFF: BANKRUPTCY

| | <u>Account Reference</u> | <u>Lead Liable Name</u> | <u>Address</u> | <u>Account Balance</u> | <u>Invoice Number</u> | <u>Bill Balance</u> |
|---|--------------------------|-------------------------|----------------------------------|------------------------|-----------------------|---------------------|
| 1 | 16109 | MRS S FORD | 3 MANSFIELD ROAD BRAMLEY VALE | £ 3,596.01 | 095529 | £ 2,550.94 |
| | | | | | 096443 | £ 221.26 |
| | | | | | 101396 | £ 221.26 |
| | | | | | 108152 | £ 221.26 |
| | | | | | 108908 | £ 221.26 |
| | | | | | 112559 | £ 160.03 |
| | | | | £ 3,596.01 | | |

Bolsover District Council

Executive

15th June 2015

Partnership Funding and Performance Monitoring 2014/15 End of Year Report

Report of the Leader of the Council

This report is public

Purpose of the Report

The attached report titled 'Partnership Funding and Performance Monitoring 2014/15 End of Year Report' aims to:

- Report on key activities that the Partnership Team has been working on over the past 12 months
- Highlight key statistics/trends for the district in relation to three of the Partnership's thematic action groups – Business and Employment, Health and Well-Being, and Raising Aspirations
- Provide an overview of the Council's Grants to Voluntary Organisations programme and the impact of the investment
- Provide case studies highlighting the impact of project activity to local people
- Provide an update on progress against the Work and Skills Plan for the period ending March 2015.

1 Report Details

1.1 Please see attached report.

2 Conclusions and Reasons for Recommendation

2.1 To ensure that funding is targeted to best effect.

3 Consultation and Equality Impact

3.1 The Joint Chief Executive Officer, Leader and Deputy Leader of the Council have been consulted.

4 Alternative Options and Reasons for Rejection

4.1 None.

5 **Implications**

None.

5.1 **Finance and Risk Implications**

As detailed in the report.

5.2 **Legal Implications including Data Protection**

None.

5.3 **Human Resources Implications**

None.

6 **Recommendations**

6.1 That the report be received.

7 **Decision Information**

| | |
|--|--|
| Is the decision a Key Decision? (A Key Decision is one which results in income or expenditure to the Council of £50,000 or more or which has a significant impact on two or more District wards) | No |
| District Wards Affected | All |
| Links to Corporate Plan priorities or Policy Framework | REGENERATION – Developing healthy, prosperous and sustainable communities, and SOCIAL INCLUSION – Promoting fairness, equality and lifelong learning. The use of Partnership funding affects the wider determinants of Worklessness by commissioning activity that takes account of the effects upon the wellbeing of residents in local communities in respect of their health, wealth and secure employment. |

8 **Document Information**

| Appendix No | Title |
|--|--|
| | Partnership Funding and Performance Monitoring 2014/15 End of Year Report |
| Background Papers (These are unpublished works which have been relied on to a material extent when preparing the report. They must be listed in the section below. If the report is going to Cabinet (NEDDC) or Executive (BDC) you must provide copies of the background papers) | |
| | |
| Report Author | Contact Number |
| Laura Khella Partnership Programme Management Consultant | 01246 242302 |

Report Reference –