

Date: 23 October 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 2 November 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 to 3.

Yours faithfully




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

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The Government Standard

EXECUTIVE AGENDA

Monday 2 November 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 5 October 2015.	Circulated
5	Recommended Items From Other Standing Committees None.	
6	To appoint a member to the Derbyshire Energy Partnership	
7	Customer Service Standards and CCC Report 2015/16 – 1 st April 2015 – 30 September 2015 <i>Recommendations on page 7</i>	4-17
8	Annual Letter from the Local Government Ombudsman 2014/15 <i>Recommendations on page 19</i>	18-23

9	Proposed Public Space Protection Order for Footpath 18, Shirebrook Recommendations on page 25	24-27
10	Budget Monitoring Report, Half year – April to September 2015 Recommendations on page 33	28-39
11 (KD)	Contract for Flat Roofing Repairs or Replacements for Bolsover District Council Recommendations on page 41	40-42
12	Update on Hard to Let Warden Aided Properties Recommendations on page 44	43-45
13	Housing Quarterly Report Update Recommendations on page 48 Appendix to follow	46-48

PART 2 – EXEMPT ITEMS

The Local Government (Access to Information) Act 1985, Local Government Act 1972, Part 1, Schedule 12a.

Paragraphs 1, 3 and 5

14 (KD)	Reconsideration of Decision referred back from the Growth Scrutiny Committee: Regeneration Strategy for the former Coalite Chemicals site	To Follow
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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, *Reconsideration of Decision referred back from the Growth Scrutiny Committee: Regeneration Strategy for the former Coalite Chemicals site*, was not included on the List of Key Decisions and Exempt Items published on 2 October 2015. The relevant scrutiny chair has been notified that the item is a Key Decision and has consented to the matter being considered in private session at this meeting of Executive.

Bolsover District Council

Executive

2nd November 2015

**Customer Service Standards and CCC Report 2015/16 –
1st April 2015 to 30th September 2015**

Report of the Joint Assistant Director – Customer Service and Improvement/ Customer Standards and Complaints Officer

This report is public

Purpose of the Report

- To provide information on the Council's performance in relation to its customer service standards.
- To provide information on the effective management of complaints and customer requests which is central to excellent customer service and the Council can use to improve its services.
- To provide information on the number of compliments, comments and complaints for the period 1st April 2015 to 30th September 2015.

1 Report Details

The purpose of this report is to make Elected Members aware of performance in relation to its Customer Service Standards across the organisation and provides supporting evidence for Customer Service Excellence. Elected Members will note that Customer Service Excellence is compliance checked annually to ensure that the organisation still meets the standard.

Customer Service Standards

Appendix 1 provides a breakdown of the key customer service standards by quarterly period, together with the target and the cumulative performance for each standard.

Telephones

Target - 93% to be answered within 20 seconds (5 rings)

Appendix 2 shows the performance between 1st April 2015 and 30th September 2015 by quarterly period. The report identifies 94% (94% achieved for Q1 and 93% for Q2) of incoming calls are being answered corporately within 20 seconds cumulatively. Those departments not achieving the key customer service standard of 93% for these periods were:

Quarter 1

- Customer Services (& Improvement) 87%
- Planning 89%
- Streetscene Services 90%
- Property & Estates 92%

Quarter 2

- Housing Depot 86%
- Planning 91%
- Property & Estates 91%
- Housing 91%
- Streetscene Services 92%

Contact Centres

Target - 80% of incoming calls to be answered within 20 seconds

Contact Centres achieved 46% and 44% for quarters 1 & 2 respectively (45% cumulatively).

Revenues & Benefits

Target - 60% of incoming calls to be answered within 20 seconds

Revenues & Benefits 'direct dial' achieved 70% and 73% for quarters 1 & 2 respectively (72% cumulatively).

E-mails

Target 1 - 100% to be acknowledged within 1 working day

Target 2 - 100% to be replied to within 8 working days

For this reporting period, 1st April 2015 to 30th September 2015:

- 4,360 email enquiries (2,281 in Q1 and 2,079 in Q2) from the public were received through enquiries@bolsover.gov.uk
- All were acknowledged within one working day
- 100% were replied to in full within 8 working days

It is pleasing that this target has been met, as this electronic form of communication is a popular method of contact with the Council, with the volumes showing that this method continues to increase.

Face to face monitoring

Target – 99% not kept waiting longer than 20 minutes at a Contact Centre

Waiting times were monitored during week commencing 27th July 2015. During the week 1,260 customers called into the Contact Centres all of which (100%) waited less than 20 minutes to be served. 99% or 1,254 waited less than 15 minutes to be served. This exceeds the target and demonstrates that we provide our customers with excellent service.

Complaints, Comments and Compliments (Appendix 3)

Compliments

Appendix 3 (A) shows the number of written compliments received for the period by department. In total 135 written compliments were received and represents a huge increase of recorded compliments (we received 57 for the same period 2014/15). A good cross section of compliments was received from customers appreciating excellent service, including 34 for Customer Services, 28 for the Housing Department, 24 for Streetscene Services and 23 for the Leisure Department. As there are some compliments which cross cut departments, the total does not correspond with the total above when viewed in this way.

Comments

Appendix 3 (B) shows the number of written comments received for the period. All 25 were acknowledged and passed to the respective department, within the target time of 3 working days, for consideration when reviewing their service. Five comments were requesting more leisure facilities (Leisure Department) and three wanted an update on the Bolsover/ Morrisons development (Property & Estates Section).

Complaints

Frontline resolution (stage one)

Appendix 3 (C) shows the number of Frontline Resolution complaints received by the Contact Centre service and recorded on the Customer Information System (Firmstep) by department. The customer service standard for responding to these complaints is 3 working days.

Formal Investigation (stage two)

Appendix 3 (D) shows the number of Formal Investigation complaints by department. 61 complaints were received during this period. 59 were responded to within our customer service standard of 15 working days.

The Housing Department received 27 complaints in total, which covered a variety of issues including requests for planned repairs to be carried out more quickly and calls for surrounding Housing land to be developed. The higher number of complaints for this service area reflects the fact that it is a front facing service and also the scope of the services provided. Of the 27 complaints received, only 2 were justified in part. These concerned the actions of contractors when working on behalf of the Council (damage to a tenant's plants by contractors erecting scaffold and a contractor trespassing on a neighbouring property when accessing a site). In both instances Officers in the Housing Repairs Department addressed the issues with the contractors.

There were no trends. As some complaints cross cut departments, the total does not correspond with the total above when viewed in this way.

Internal Review (stage three)

Appendix 3 (E) shows the number of stage three complaints received for the period by date order. These are complainants who have already made a stage two complaint and still feel dissatisfied. During this period 15 stage three complaints were received, 13 of which were responded to within standard with the remaining 2 still within timescale.

Ombudsman

Appendix 3 (F) shows the status of Ombudsman complaints for 2015/16 as of 1st October 2015. During this period, the Ombudsman (Local Government and Housing) made 5 decisions; only one of which was based on an investigation (which culminated in a decision of 'no maladministration'). 4 decisions were based on prior responses sent to the customer by this Council and/ or initial enquiries. This appears to indicate that the Ombudsman is satisfied with how we have handled those complaints.

We are awaiting the (LGO) Ombudsman decision in the remaining case.

Performance

Cumulatively, 97% of Formal Investigation complaints were responded to within 15 working days to date for 2015/16. It is pleasing to report that this exceeds the target of 95%.

2 Conclusions and Reasons for Recommendation

The report is to keep Elected Members informed of volumes and trends regarding customer service standards and compliments, comments, complaints and to remain compliant with the Customer Service Excellence standard.

3 Consultation and Equality Impact

The report is to keep Elected Members regularly informed of volumes and trends regarding customer service standards and 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 customer service standards and compliments/comments and complaints.

7 Decision Information

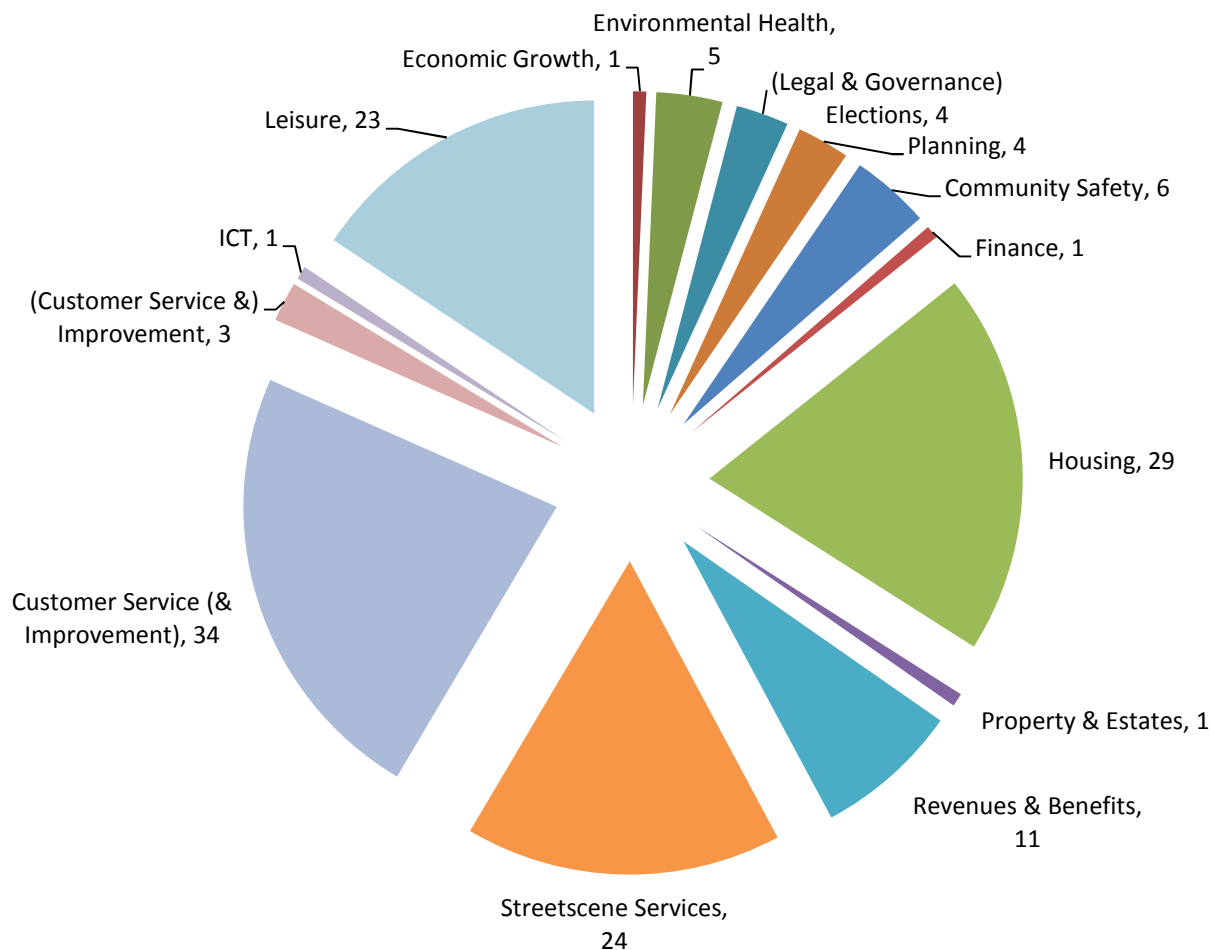
Is the decision a Key Decision? (A Key Decision is one which results in income or expenditure to the Council of £50,000 or more or which has a significant impact on two or more District wards)	No
District Wards Affected	All wards
Links to Corporate Plan priorities or Policy Framework	Providing Our Customers with Excellent Service – retain Customer Service Excellence accreditation year on year Transforming Our Organisation – good governance.

8 Document Information

Appendix No	Title
Appendix 1	Customer Service Standards performance by quarterly period 1/4/15 – 30/9/15
Appendix 2	Telephony performance by quarterly period 1/4/15 – 30/9/15
Appendix 3: A: B: C: D: E: F:	Compliments, Comments and Complaints information Compliments by department 1/4/15 – 30/9/15 Comments by department 1/4/15 – 30/9/15 Frontline resolution complaints by department 2015/16 Formal Investigation complaints by department 1/4/15 – 30/9/15 Internal Review complaints by department 1/4/15 – 30/9/15 Ombudsman complaints summary for 2015/16
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

Appendix 3

A- Compliments 1/4/15 - 30/9/15		Number	Percentage of all compliments received
Growth	CEO/CEPT		
	Economic Growth	1	0.7%
	Environmental Health	5	3.4%
	Legal & Governance		
	(Legal & Governance) Elections	4	2.7%
	Planning	4	2.7%
		14	9.5%
Operations	(Housing) Community Safety	6	4.1%
	Finance	1	0.7%
	Housing	29	19.7%
	Property & Estates	1	0.7%
	Revenues & Benefits	11	7.5%
	Streetscene Services	24	16.3%
		72	49%
Transformation	Customer Service (& Improvement)	34	23.2%
	(Customer Service &) Improvement	3	2.0%
	HR & Payroll		
	ICT	1	0.7%
	Leisure	23	15.6%
		61	41.5%
Total		147	100.0%

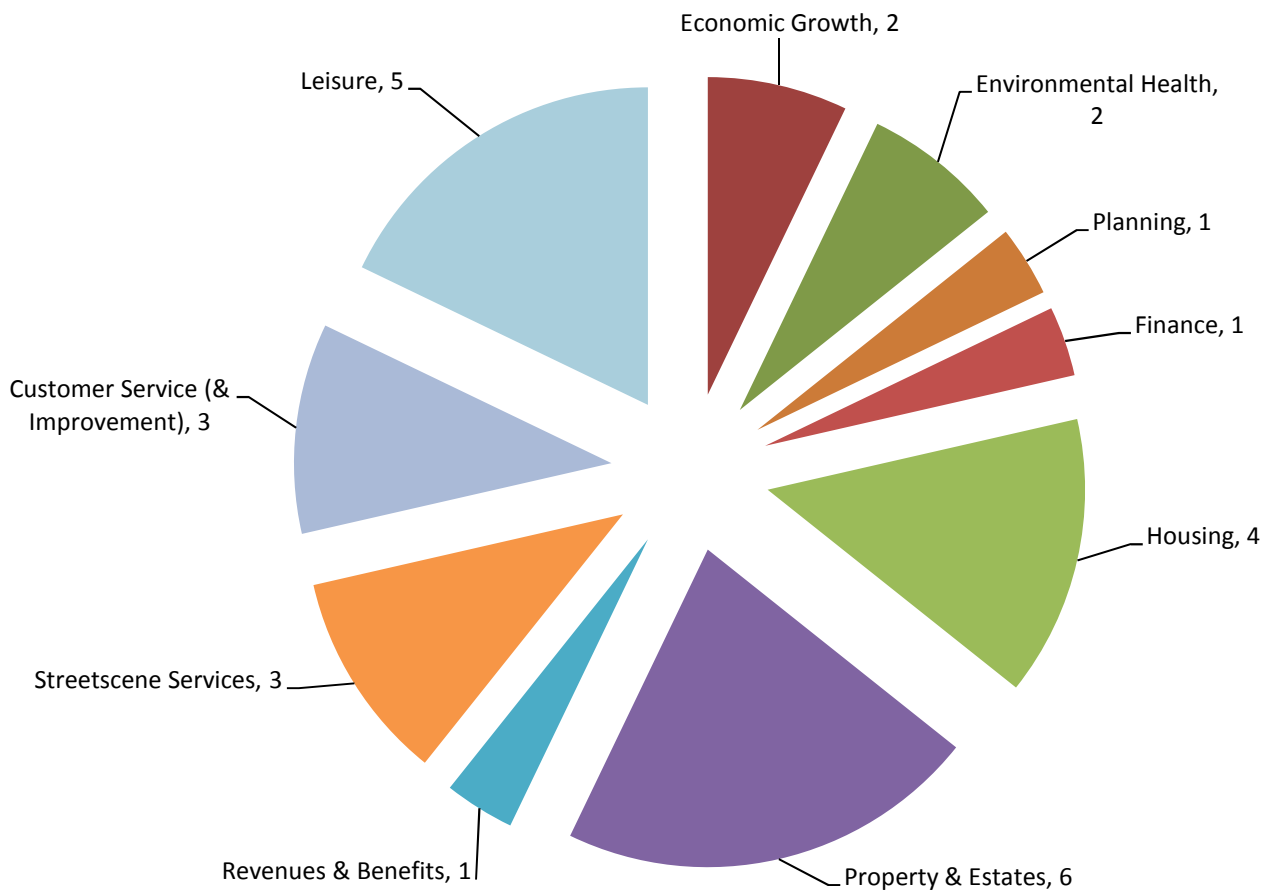


Compliments included:

We very much appreciate your rapid, detailed and clear response to our email. We left a message with your department regarding transfer of monies between our clients' accounts but offer our sincere apologies for clearly not chasing the issue up. We will visit our clients as soon as possible - in order to help them to collate all necessary proofs and documentation	Revenues & Benefits
Approachable friendly Customer Advisors who are very professional. They are wonderful and helpful. The building and grounds are clean and inviting	Customer Service (& Improvement) Estates & Properties
Would like to thank the Elections Team for their excellent and professional support during the nomination process	Legal, Governance & Elections
Thank you for help and compassion when our relative moved to a nursing home	Housing
Firstly, thank you so much for doing the presentation to the Level 3 Food Safety candidates – the information was well received. Secondly, thank you for the allergen presentations you have forwarded which I will be using	Environmental Health
Many thanks for sending what was very useful information, I'd like to say what a good idea the (FOI) satisfaction survey is, as is the link to information about jobs etc; it feels refreshingly inclusive	(Customer Service & Improvement)
Just to say I got your email thanks, so nice to talk to someone with enthusiasm for their job!! Really looking forward to the Balanceability course	Leisure

Can I first of all congratulate you on your recent 'Discover Bolsover' newsletter. The team have obviously put in a lot of effort to boost the town's image. We will certainly be thinking of ways to get involved with your various attractions. Could you please let me know when your networking evening is confirmed, as I would very much like to meet up with other business owners in the town	Economic Growth
I would like to compliment your department responsible for street cleaning and litter pickups as keen walkers we come across litter and dumping especially on the Links estate in Barlborough. On each occasion we have reported litter the actions by your workforce have been prompt and efficient. Being so close to the motorway and having a number of fast food outlets makes keeping the area litter free an ongoing problem. Thank you for responding to our reports	Streetscene Services
Thank you so much for all the effort you put in to make Motor Madness at Sandwich Showground such a success – you really were the stars of the Show. The talent of your riders is really quite stunning and the accompanying commentary made the Show come alive	Leisure
Want to praise the two workmen who came to repair her shower as they were 'lovely young men who did a great job'!	Housing
Please pass on the appreciation for the prompt and effective service and removal of the recent graffiti on Shirebrook Peartree estate. All credit to the team	Streetscene Services
I wish to thank you for all of your help and support over the past few years in relation to my benefit claim	Revenues & Benefits

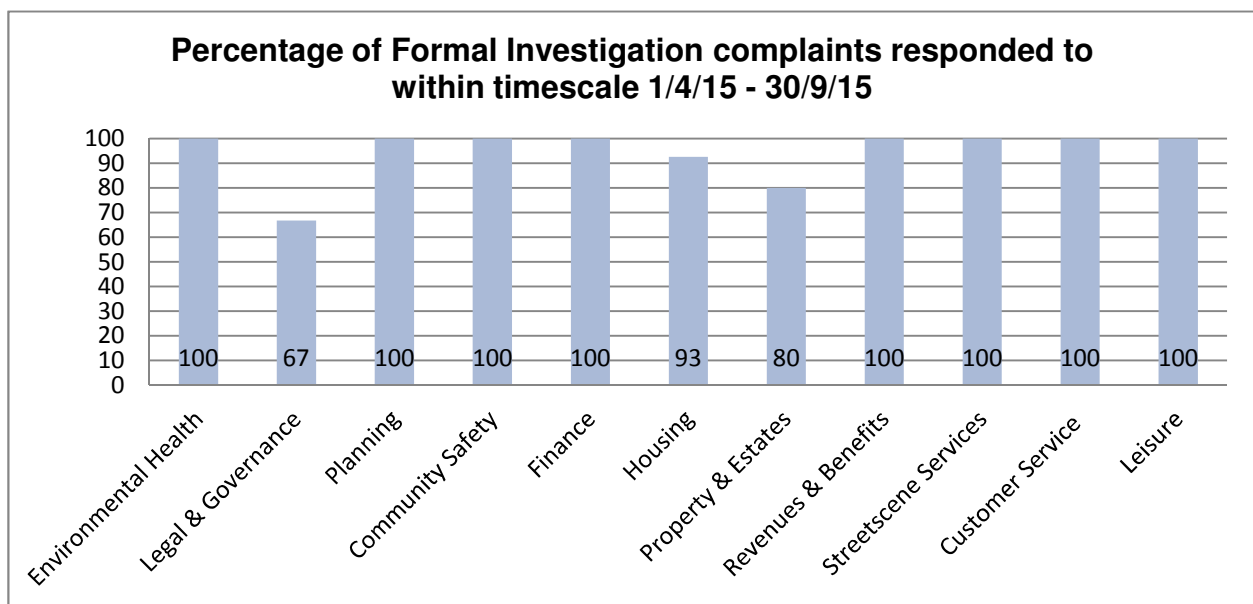
B - Comments 1/4/15 - 30/9/15		Number	Percentage of all comments received
Growth	CEO/CEPT		
	Economic Growth	2	7.1%
	Environmental Health	2	7.1%
	Legal & Governance		
	(Legal & Governance) Elections		
	Planning	1	3.6%
	5	17.8%	
Operations	(Housing) Community Safety		
	Finance	1	3.6%
	Housing	4	14.3%
	Property & Estates	6	21.4%
	Revenues & Benefits	1	3.6%
	Streetscene Services	3	10.7%
	15	53.6%	
Transformation	Customer Service (& Improvement)	3	10.7%
	(Customer Service &) Improvement		
	HR & Payroll		
	ICT		
	Leisure	5	17.9%
	8	28.6%	



C – Number of Frontline Resolution (Stage 1) complaints via Contact Centre Customer Information System (Firmstep) 1/4/15 - 30/9/15		Number	Percentage within timescale of 3 working days
Growth	Environmental Health	1	0%
	(Legal & Governance) Elections	1	0%
	Planning	1	0%
Operations	(Housing) Repairs	23	44%
	Revenues & Benefits	4	75%
	(Streetscene Services) Refuse	74	82%
	(Streetscene Services) Grounds Maintenance	13	69%
Transformation	Customer Service (& Improvement)	6	83%
Total		123	72%

D – Number of Formal Investigation (Stage 2) complaints 1/4/15 - 30/9/15		Number	Within timescale of 15 working days	Out of timescale
Growth	CEO/CEPT			

	Economic Growth			
	Environmental Health	9	9	
	Legal & Governance	3	2	1
	(Legal & Governance) Elections			
	Planning	4	4	
		16	15	1
Operations	Community Safety	9	9	
	Finance	2	2	
	Housing	27	25	2
	Property & Estates	5	4	1
	Revenues & Benefits	13	13	
	Streetscene Services	7	7	
		63	60	3
Transformation	Customer Service (& Improvement)	5	5	
	(Customer Service & Improvement)			
	HR & Payroll			
	ICT			
	Leisure	7	7	
		12	12	
Total		91	87	4



E – Number of Internal Review (S3) complaints 1/4/15 - 30/9/15		Number	Within timescale of 20 working days	Out of timescale
Growth	CEO/CEPT			
	Economic Growth	1	1	
	Environmental Health	2	2	

	Legal & Governance	3	3	
	(Legal & Governance) Elections			
	Planning	2	2	
		8	8	
Operations	Community Safety	1	1	
	Finance			
	Housing	6	6	
	Property & Estates	1	1	
	Revenues & Benefits	2	2	
	Streetscene Services	2	2	
		12	12	
Transformation	Customer Service (& Improvement)	1	1	
	(Customer Service & Improvement)	1	1	
	HR & Payroll			
	ICT			
	Leisure			
		2	2	
Total		22	22	

Appendix 3

Date Received	F - Ombudsman's Summary	Departments Involved	Date Decision Letter Received	Ombudsman Decision
04/03/15	(*LGO) Tenant reports that he has not been assessed for re-housing and the property is uninhabitable	Housing	11/08/2015	Not upheld: no maladministration. There is no fault in the way the Council has dealt with the application to move
31/03/15	(*LGO) Initial enquiries - The Council is responsible for the tree falling in the closed churchyard in Clowne causing damage to the grave	Finance (Insurance)	8/04/2015	Premature complaint - to be dealt with by Council. Currently the subject of an ongoing insurance claim; will take up as a complaint if complainant not satisfied with the outcome. LGO informed.
15/04/15	(**HO) Initial enquiries - Although the Housing Ombudsman cannot look into the level of the heating charge, they feel it beneficial for the landlord to explain the charge more fully	Housing	24/06/2015	Outside jurisdiction of Housing Ombudsman
04/08/15	(*LGO) Initial enquiries: charge for garage site	Housing		Awaiting decision
08/09/15	(*LGO) Resident not happy with conduct at a parish council meeting	Legal, Governance and Elections	08/09/2015	Closed after initial enquiries – no further action
28/09/15	(*LGO) Wants compensation for charge paid for bin at property	Streetscene Services	28/09/2015	Not to start an investigation because there is insufficient evidence of fault by the Council

*LGO – Local Government Ombudsman

**HO – Housing Ombudsman

Bolsover District Council**Executive****2nd November 2015****Annual Letter from the Local Government Ombudsman 2014/15****Report of the Joint Assistant Director – Customer Service and Improvement/ Customer Standards and Complaints Officer**

This report is public

Purpose of the Report

- To provide information contained within Annual Letter from the Local Government Ombudsman 2014/15.

1 Report Details

The document contains an annual summary of statistics on the complaints made about the Authority for the year ending 31 March 2015.

The Annual Letter 2014/15 has been appended for your information.

Key points from the letter, specifically in relation to Bolsover District Council:

- The LGO received 13 enquiries and complaints during 2014/15, only 3 of which were subject to detailed investigations.
- The LGO decided 12 complaints, 2 of which were upheld and 1 not upheld. Of those which were upheld one was decided as 'Maladministration but no injustice' - there were some errors but they did not lead to enough injustice for the Ombudsman to pursue them further. The second decision was 'Maladministration and injustice' - the complaint will not be pursued further as the Council has carried out the action set out.

Benchmarking information - CIPFA Nearest Neighbour

When looking at close neighbouring authorities, the following is noted:

	Detailed investigations	Total complaints received
Ashfield District Council	5	23
Bassetlaw District Council	4	14
Bolsover District Council	3	13
Chesterfield District Council	3	23
Erewash District Council	0	5
Mansfield District Council	7	18
NE Derbyshire District Council	1	14

Whilst Bolsover District Council received 13 complaints against its services, it is pleasing that only 3 were the subject of detailed investigations. Although 2 were upheld, there was no further action or recommendation as a result.

Of the remaining decisions made, it is worthy of note that in 2 cases advice was given to the complainant, 5 were closed after initial enquiries and 2 were referred back to the Council to put through the complaints system. This appears to indicate that the LGO is satisfied that the Council is administering its complaints procedure fairly.

Please note, although this report is regarding complaints directed to the LGO, the Council received no complaints via the Housing Ombudsman (HO) for the same period.

2 Conclusions and Reasons for Recommendation

The report is to keep Elected Members informed of volumes and trends regarding LGO/ HO complaints.

3 Consultation and Equality Impact

The report is to keep Elected Members regularly informed of volumes and trends regarding LGO/ HO 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.

5.2 Legal Implications including Data Protection

The Council is at risk of recommendations or decisions by the Local Government Ombudsman. 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 receive the report and the Annual Letter from the Local Government Ombudsman 2014/15.

7 Decision Information

Is the decision a Key Decision? (A Key Decision is one which results in income or expenditure to the Council of £50,000 or more or which has a significant impact on two or more District wards)	No
District Wards Affected	N/a
Links to Corporate Plan priorities or Policy Framework	Providing Our Customers with Excellent Service Transforming Our Organisation – good governance

8 Document Information

Appendix No	Title
A:	Annual Letter from the Local Government Ombudsman 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

2nd November 2015

Proposed Public Space Protection Order for Footpath 18, Shirebrook

Report of the Portfolio Holder for Community Cohesion, Audit, Legal and Governance

This report is public

Purpose of the Report

To seek a further resolution in relation to the Public Spaces Protection Order for the rear of part of Sookholme Road, Shirebrook.

1 Report Details

Members will recall that on 7th September 2015 they authorised the making of a public space protection order which would restrict access to a stretch of Footpath 18, approximately 280 metres long. A copy of the plan that was attached to the previous report is attached to this report. The previous report stated

“To ensure that the order can be successful the Council will need to erect gates and fencing . The following quotations have been received:

At Point A – install galvanized 3D section security fencing and 1 No 1.20m wide single pedestrian gate- £1,480.00;

At Point B- install galvanized 3D section security fencing- £637.50 plus VAT

At Point C- install galvanized 3D section security fencing- £722.50 plus VAT”

In accordance with the requirements of the Anti-social Behaviour Crime and Policing Act 2015 the eight occupiers adjoining the affected footpath have been contacted. Of those eight half of the residents have responded complaining about the proposal to erect a single pedestrian gate. Historically residents have enjoyed vehicular access along the footpath to the rear of their properties. Due to the current condition of the land vehicular access is not possible to most of the properties nevertheless the residents who have contacted the Council would like the ability to drive along this section in the future. A 1.2m wide gate would prevent this so they are asking that the Council erects double vehicular gates. One resident stated that they would rather not have the PSPO if that meant having a pedestrian gate.

2 Conclusions and Reasons for Recommendation

Members need to decide how to progress this. The options are as follows;

1. Erect double vehicular gates. The cost of this will be reported to members at the meeting;
2. Continue with the order but don't erect any gates at all. The order would still restrict access however without gates the order will not be as effective;
3. Reach an agreement with the residents whereby double gates are part funded by the Council and part funded by the residents. The Council's contribution could be limited to the cost of a single pedestrian gate
4. Not continue with the order. Members may consider that an order preventing access along a footpath without there being gates will not be an adequate deterrent to prevent anti-social behaviour

3 Consultation and Equality Impact

The Police, Town Council and County Council have been consulted on the options Any comments received will be reported to the meeting

4 Alternative Options and Reasons for Rejection

Erect a pedestrian gate as originally proposed. This is not something at least half the adjoining residents now want. It would be unreasonable at this stage to disregard the residents views and continue to erect a pedestrian gate.

5 Implications

5.1 Finance and Risk Implications

The additional cost of erecting a double gate will be reported to the meeting

5.2 Legal Implications including Data Protection

As contained in the report.

5.3 Human Resources Implications

None

6 Recommendations

That Members consider the options and resolve either to :

1. Proceed with the Public Space Protection Order with a double gate funded by the Council; or
2. Proceed with the Public Space Protection Order with a double gate part funded by the Council up to the cost of a pedestrian gate;
3. Proceed with the Public Space Protection Order with no gate at all; or
4. Not to proceed with the Public Space Protection Order

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	

8 Document Information

Appendix No	Title
1	Plan
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
Jim Fieldsend	01246 242472

Report Reference –

Bolsover District Council

Executive

2nd November 2015

Budget Monitoring Report, Half year – April to September 2015

Report of the Executive Director of Operations

This report is public

Purpose of the Report

- To update the Executive Committee on the financial position of the Council following the second quarter's budget monitoring exercise for the General Fund, the Housing Revenue Account (HRA), Capital Programme and Treasury Management activity.

1 Report Details

Background information

- 1.1 Officers have continued the integrated approach to budget monitoring in the second quarter with Performance, Risk and Finance being considered together at Directorate meetings held during October 2015. The scope of this report is therefore to report the current financial position following the 2015/16 quarter two monitoring exercise.

General Fund Revenue Account

- 1.2 The General Fund Revenue Account summary is shown as **Appendix 1**. The original budget for 2015/16 identified an efficiency measures target of £0.350m. The current budget now shows that this target is reduced to £0.208m. The Council has therefore secured savings of £0.142m towards this target in the first six months of the year. As the savings are identified and secured they are moved into the relevant cost centres within the main General Fund Directorates. It should be noted that officers are working on the financial outturn review of 2014/15 as part of the half year review process. A list of potential reductions is currently being compiled which will be brought to a future meeting of Executive for consideration and approval. Officers have also reviewed the opportunities to reduce the salary budgets where savings arose in the first six months. An amount of £0.070m has been removed from budgets for vacancies in quarter 1 which is included in the £0.142m savings shown above.

- 1.3 Within the Directorates there is the following to report:

- The Growth Directorate shows a favourable variance of £0.652m. This relates mainly to:

1. Under spends due to invoices not yet being received and therefore not paid, for such as joint officer posts or external contributions at the end of the quarter (£0.504m) – favourable.
 2. Income received in advance of any expenditure (£0.018m) – favourable.
 3. Annual invoices were paid in quarter 2 which makes the profiled budget look overspent (£0.033m) – adverse.
 4. Expenditure was spent but the grant hadn't been received as it is claimed in arrears (£0.130m) – adverse.
 5. Under spends against quarter 2 budget due to more income received (£0.279m)– favourable.
- The Operations Directorate shows a favourable variance of £0.405m. This relates mainly to:
 1. Under spends due to invoices not yet being received and therefore not paid, for such as joint officer posts or external contributions at the end of the quarter (£0.843m) – favourable.
 2. Income received in advance of any expenditure (£0.054m) – favourable.
 3. Annual invoices were paid in quarter 2 which makes the profiled budget look overspent (£0.177m) – adverse.
 4. Expenditure was spent but the grant hadn't been received as it is claimed in arrears (£0.009m) – adverse.
 5. Over spends against quarter 2 budget due to less income received, new pressures or where expenditure is seasonal and not profiled over 4 quarters (£0.311) – adverse.
 - The Transformation Directorate has a favourable variance of £0.036m. Again, this relates mainly to:
 1. Under spends due to invoices not yet being received and therefore not paid, for such as joint officer posts or external contributions at the end of the quarter (£0.201m) – favourable.
 2. Income received in advance of any expenditure (£0.016m) – favourable.
 3. Annual invoices were paid in quarter 2 which makes the profiled budget look overspent (£0.066m) – adverse.
 4. Expenditure was spent but the grant hadn't been received as it is claimed in arrears (£0) – adverse.
 5. Over spends against quarter 2 budget due to less income received, new pressures or where expenditure is seasonal and not profiled over 4 quarters (£0.104) – adverse.
- 1.4 Section 106 – In order to improve the monitoring and control of Section 106 monies received by the Council, the sums due to be utilised in a financial year are now recorded within the General Fund directorate budgets with the expenditure recorded against these sums. The amount budgeted to be spent in 2015/16 is £0.917m. Of this £0.132m must be spent by certain dates in September, October and November this year or the funding may be lost. At the most recent S106 meeting on 13th October, it was reported £0.003m of this 'at risk' amount had been spent in quarter 1, with £0.070m in quarter 2. Officers are working to ensure that all of this spending

is undertaken in line with the agreed timescales and with the S106 legal requirements. While the majority of the expenditure will be incurred within the contractual timescale there is an amount of £60k where it now seems likely that S106 funding will be lost. This S106 funding was part of a wider funding package for the project in question and it is planned to bring a detailed report concerning this project to a future meeting of Executive. The project concerned relates to a proposed upgrade of an asset held by a partner organisation and as such the project was only subject to the influence- but not the direct control – of Council officers.

- 1.5 The overall position at the end of quarter 2 shows that there is a favourable variance of £1.400m which is very positive and indicates that the Council is in a good position to deliver the necessary savings in order to balance its budget for 2015/16. The monitoring process involving both the accountancy team and budget officers has not identified any budget pressures that are likely to arise during the current financial year. While most of the favourable variance is linked to the timing of payments etc and is therefore of a temporary nature, the extent of the underspend does suggest that there will be 'one-off' savings achieved at the year end. Officers will continue to monitor the position during the next quarter.

Housing Revenue Account (HRA)

- 1.6 The Housing Revenue Account summary for the first six months of 2015/16 is set out in **Appendix 2** to this report. At the end of quarter 2 the HRA is showing a net surplus of £0.363m.

Income

- 1.7 The quarter 2 income figures show an adverse variance of £0.179m. This is mainly due to the timing of the rent free weeks falling into the first six months. The annual budget is profiled to receive 26 weeks in the first six months when actually only 24 weeks were billed.

Expenditure

- 1.8 Expenditure within the HRA shows a favourable variance of £0.542m in the second quarter. There are no budget pressures to report at this stage of the year. It is currently anticipated that expenditure will be in line with approved budgets at the year end.

HRA – Overall Summary

- 1.9 In light of the above and the expenditure patterns to date – as detailed in Appendix 2 – there are no significant issues to report regarding the overall position for the HRA at the end of the first six months. While there are no identified budget pressures in respect of the current financial year it should be noted that both the planned changes to the rent setting formula announced by the Government, together with changes to the Supporting People funding regime - which are currently being negotiated - will have an adverse impact upon the HRA with effect from next financial year.

Capital Investment Programme

Capital Expenditure

- 1.10 The capital programme summary for the first six months of 2015/16 is provided in **Appendix 3** to this report.

- 1.11 In headline terms the capital programme profiled budget for quarter 2 is £6.572m and the actual spend and known commitments total £2.441m, which is £4.131m behind the planned spend position. The main areas to highlight are listed below:
1. Bolsover Mini Hub – it is anticipated that this will commence during the latter part of the year.
 2. Vehicles and Plant – for both the GF and the HRA, the replacement vehicles are on order in many areas and expenditure is anticipated to take place during the second and third quarter of the financial year.
 3. HRA major schemes including doors, heating and re-roofing – contracts were put out to tender in April which meant a delay in expenditure. It is expected that spend will catch up in quarter 2/3.
 4. HRA property purchase/new build – these schemes have commenced in quarter 2 with expenditure planned to accelerate during the latter part of the current financial year.
- 1.12 Whilst there are no significant financial issues to report regarding capital expenditure at the end of the second quarter it must be noted that the delivery of the approved capital programme is behind the profiled position as at quarter 2. Officers will continue to closely monitor the delivery of the Programme.

Capital Resources

- 1.13 HRA – The Council has sufficient capital resources in place to finance the HRA actual expenditure and commitments at the end of the second quarter.
General Fund – The financing of the General Fund part of the capital programme is in line with the approved financing arrangements.

Treasury Management

- 1.14 The treasury management function covers the borrowing and investment of Council money. This includes both the management of the Council's day to day cash balances and the management of its long term debt. All transactions are conducted in accordance with the Council's approved strategy and the CIPFA Code of Practice. Good treasury management plays an important role in the sound financial management of the Council's resources.
- 1.15 The Council approved the 2015/16 Treasury Management Strategy at its meeting in February 2015. **Appendix 4** identifies the Treasury Management activity undertaken during the first six months of 2015/16 and demonstrates that this is in line with the plans agreed as part of the strategy.

2 Conclusions and Reasons for Recommendation

- 2.1 Financial issues and implications are covered in the relevant sections throughout this report. In summary these are:

General Fund

The efficiency / savings target has been reduced to one £0.208m at the end of the second quarter.

The monitoring position shows a net favourable variance position in the second quarter of £1.400m. While much of this is due to the timing of payments it does indicate that the Council should secure a 'one off' financial saving at the year end.

HRA

The HRA is showing a net under spend in the second quarter of £0.363m and it is anticipated will be in at least a break even position at the year end.

Capital Expenditure

There are no significant areas of concern to report regarding the capital programme in the second quarter of 2015/16.

Capital Income

The Council has sufficient capital resources in place to finance the actual expenditure and commitments of the capital programme at the end of the second quarter.

Treasury Management

There are no significant areas of concern to report regarding Treasury Management activities in the second quarter of 2015/16.

3 Consultation and Equality Impact

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

4 Alternative Options and Reasons for Rejection

4.1 The Budget Monitoring report for 2015/16 is primarily a factual report which details progress against previously approved budgets. Accordingly it is not necessary to consider alternative options.

5 Implications

5.1 Finance and Risk Implications

The issue of Financial Risks is covered throughout the report. In addition, however, it should be noted that the risk of not achieving a balanced budget is outlined as a key risk within the Council's Strategic Risk Register. While officers are of the view that these risks are being appropriately managed it needs to be recognised that there may be pressures on all of the Council's main budgets as these have been or are being reduced to minimum levels. These will need to be managed carefully during the course of this financial year if we are to protect the existing levels of financial balances.

5.2 Legal Implications including Data Protection

There are no legal issues arising directly from this report.

5.3 Human Resources Implications

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

6 Recommendations

6.1 That Executive notes the monitoring position of the General Fund at the end of the second quarter as detailed on Appendix 1 (A net favourable variance of £1.400m against the profiled budget) and the key issues highlighted within this report:

- Savings identified and secured in the first six months amount to £0.142m.
- The updated savings target for the General Fund Revenue Account at the end of the second quarter stands at £0.208m.
- On the basis that current progress is maintained it is anticipated that the Council should secure its efficiency measures target in full in respect of the current financial year.

6.2 That Executive notes the position on the Housing Revenue Account (HRA), the Capital Programme and Treasury Management at the end of the second quarter (Appendices 2, 3 and 4).

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 directly
Links to Corporate Plan priorities or Policy Framework	Effective management of budgets is a key performance management tool for securing all of the Council's priorities.

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)	
Attached as appendices 1- 4	
Report Author	Contact Number
Chief Accountant	2458
Executive Director - Operations	2431

Bolsover District Council**Executive****2 November 2015****Contract for Flat Roofing Repairs or Replacements for Bolsover District Council****Report of the Portfolio Holder for Housing and IT**

This report is public

Purpose of the Report

- To seek approval for the awarding of the Flat Roofing Repairs or Replacements for carrying out these works for Bolsover District Council

1 Report Details

- 1.1 The existing contract for Flat Roofing Repairs or Replacements was not extended after the initial two years as officer felt this did not provide value for money and the contractor was not performing to the required standards. It was identified that a new contract was required for the provision of Flat Roofing Repairs and Replacements for the Housing Repairs Section in accordance with current procurement guidelines.
- 1.2 At the initial meeting with the procurement team it was decided to retender and to provide an updated schedule of rates
- 1.3 An open invitation to tender was advertised on the web site Source Derbyshire which ensured that the tender was open to a large number of contractors helping to ensure that Bolsover District Council benefited from a competitive tender.
- 1.4 After an evaluation process of the 2 tender submissions for Bolsover District Council. The Housing Repairs Section is seeking approval to award the contract to Balmoral Flat Roofing Ltd

Evaluation sheet	Company X		Balmoral	
	Score	Weighted Score	Score	Weighted Score
Question				
Meeting the Specification	5	6	5	6
Delivery	5	6	5	6
knowledge of local area and responsiveness	5	6	5	6
Equalities/Health & Safety/Insurances	4	4.8	5	6
Quality of Service Offered including references	4	4.8	5	6
Price	92,594.00	60.8	80,409.00	70
		88.4		100
Ranking		2		1

2 Conclusions and Reasons for Recommendation

- 2.1 It is recommended that the framework contract be awarded to Balmoral Flat Roofing Ltd as an initial 2 year contract with an option of extending for two further periods each of one year.

3 Consultation and Equality Impact

- 3.1 Not directly.

4 Alternative Options and Reasons for Rejection

- 4.1 To extend existing contract – rejected due to performance issues of contractor..

5 Implications

5.1 Finance and Risk Implications

The cost for this contract is within existing HRA budgets

5.2 Legal Implications including Data Protection

Awarding the contract will ensure we meet our legal obligations for procurement

5.3 Human Resources Implications

None directly

6 Recommendations

- 6.1 The members agree to awarding the Contract to Balmoral Flat Roofing Ltd.
- 6.2 That progress on this contract is reported through the Housing Stock Group.
- 6.3 That the Assistant Director of Community Safety and Head of Housing is given delegated power, following consultation with the Portfolio Holder for Housing, to extend this contract for a maximum of two periods each of one year after the initial period if the performance of the contractors meets our expectations.

7 Decision Information

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

Links to Corporate Plan priorities or Policy Framework	

8 Document Information

Appendix No	Title
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Report Author	Contact Number
Mark Dungworth	Ex 3037

Report Reference –

Bolsover District Council

Executive

2nd November, 2015

Update on Hard to Let Warden Aided Properties

Report of the Portfolio Holder for Housing & IT

This report is public

Purpose of the Report

- To provide an update to Members on the Hard to Let Properties Working Group's work

1 Report Details

- 1.1 The purpose of this report is to make Members aware of the current position with regards to Hard to Let Properties in sheltered housing schemes
- 1.2 Following on from the Executive meeting in June 2015, a Working Group was set up to look at the Council's Group Dwellings, many of which have flats and bedsits which are Hard-to-Let.
- 1.3 At a meeting held on 8th July, 2015, Councillors: Bowler, Gilmour and Ritchie met with Peter Campbell, Joint Assistant Director of Community Safety and Head of Housing (BDC), to discuss the situation with Hard-to-Let group dwelling flats and bedsits and to move it forward.
- 1.4 The Working Group consisting of Councillor Rose Bowler, Councillor Hilary Gilmour, Councillor Mary Dooley, Councillor John Ritchie, Peter Campbell, Grant Galloway and Diane Bonsor met again on the 13th July, 2015, with apologies received from Deborah Whallett and Mike Baker.
- 1.5 The meeting gave the Terms of Reference as 'Sheltered Housing Schemes' and considered both the previous Scrutiny work and that of Peter Fletcher Consultants. In order to progress the work one of the schemes was chosen as the basis for a pilot piece of work. The meeting also identified location issues at certain of the sites.
- 1.6 Having gathered the information on the initial scheme a discussion of options took place on the options. This discussion indicated that the information that had been collected provided a robust basis on which to make recommendations, and this approach will now be utilised to consider all the schemes. As part of this work it is planned to visit all schemes, with visits to Alder House and Ashbourne Court undertaken as part of the meeting held on 17th August. Following these visits, the meeting reconvened at The Arc and some statistics were provided on the voids in Warden aided accommodation.

- 1.7 The Working Group was also brought up-to-date with the Painting Contract issues. The tender agreed through Executive had estimated about £600 per flat, but the pricing for individual properties has come back at £2,000 per flat. The Working party is considering this issue which has been referred back to the procurement unit and legal.
- 1.8 Further work has been commissioned from architects concerning certain of the schemes to inform the review concerning the layout of the buildings. The group are also working on the addressing the development of appropriate heating systems for the schemes, including individual controls, smart meters, individual billing and environmentally friendly. To facilitate the development of new heating systems the Group has considered advice from an M & E consultant while exploring the options of purchasing a temporary heating rig to service the schemes whilst new heating systems are installed.
- 1.9 Once these work-streams have concluded then the Working Group will formulate recommendations which will be brought back to Executive for consideration.

2 Conclusions and Reasons for Recommendation

- 2.1 The report is to keep Members informed of the work of the Working Group.

3 Consultation and Equality Impact

- 3.1 No consultation or Equality Impact Assessment is required at this stage.

4 Alternative Options and Reasons for Rejection

- 4.1 Not applicable as this report is to keep Elected Members informed.

5 Implications

5.1 Finance and Risk Implications

None at this stage.

5.2 Legal Implications including Data Protection

None at this stage.

5.3 Human Resources Implications

None at this stage.

6 Recommendations

- 6.1 That Executive notes this report and the continuing work of the Group.

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	

8 Document Information

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Report Author	Contact Number

Report Reference –

Bolsover District Council

Executive

2 November 2015

Housing Department Quarterly Update

Report of the Portfolio Holder for Housing & IT

This report is public

Purpose of the Report

- To keep members informed of work activities within the Housing Department.

1 Report Details

- 1.1 This report should be read in conjunction with the statistical appendix.
- 1.2 Rent arrears continue to be challenging with tenants struggling with the impact of welfare reforms. This situation is likely to get worse once Universal Credit is introduced starting from November
- 1.3 The Money Advice Worker started from September 2015 and is already having success in getting arrangements from tenants who have been difficult to reach by other means. It is intended to produce an update and case studies once the postholder has been in post for 6 months.
- 1.4 Repairs continue to perform well, with high levels of satisfaction.
- 1.5 We have engaged an external consultant to carry out the satisfaction survey of tenants. This takes place every three years. The initial report is due back in January with a final report in March 2016.
- 1.6 The new Housing Assistants (Estates) have been in post since June 2015. During this time they have completed a survey of all HRA owned garage sites and have identified a number of sites that may be suitable for building. It is intended to meet with the surveyor to progress this. This project will also identify sites for disposal, and contributes towards the Corporate Target of considering alternative use for 20% of garage sites.
- 1.7 The relationship with Crestra, where the Department managed a number of rented properties on behalf of Crestra has been ended by the Council, as agreed by Executive. However, the Council have been approached by Shirebrook Town Council to manage a property that they own, this would be on a similar basis to the Crestra scheme. Members are requested to consider if they wish to explore this further.

- 1.8 The Council building programme is moving ahead, with a provisional start date for Rogers Avenue of November. As part of this scheme officers have been investigating the possibility of additional funding from the HCA, however to access the funding the Council need to register as a “Qualified Investment Partner”. Members are asked to approve the Head of Housing, seeking this registration.
- 1.9 The Repairs Section has recently recruited 3 new trade apprentices through West Notts college these are 1 x Joiner, 1 x Painter 1 x Plumber and 1 x Electrician who will be on 3./4 year training programmes.

2 Conclusions and Reasons for Recommendation

- 2.1 That members note this report.

3 Consultation and Equality Impact

- 3.1 None directly

4 Alternative Options and Reasons for Rejection

- 4.1 None

5 Implications

5.1 Finance and Risk Implications

None, but if the Council do register with the HCA there is an opportunity for future grant funding.

5.2 Legal Implications including Data Protection

None

5.3 Human Resources Implications

None

6 Recommendations

- 6.1 That members note the progress within the Housing Department.
- 6.2 That members note the request to manage a property on behalf of Shirebrook Town Council.
- 6.3 That Executive considers whether to grant delegated powers to Assistant Director – Community Safety and Head of Housing to enter into an agreement with Shirebrook Town Council to manage the property, following consultation with the Portfolio Holder for Housing.

- 6.4 That the Assistant Director – Community Safety and Head of Housing, following consultation with the Portfolio Holder for Housing, be given delegated power to apply for HCA qualified investment partner status.

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	

8 Document Information

Appendix No	Title
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Report Author	Contact Number
P Campbell	

Report Reference –

Bolsover District Council

Executive

2nd November 2015

Central Control Procurement

Report of the Portfolio Holder for Housing and IT

This report is public

Purpose of the Report

- To allow the JAD Community Safety and Head of Housing to negotiate with contractors for the supply of alarm monitoring equipment.
- This is an urgent issue, and has been caused by Derbyshire County Councils very late withdrawal of funding, and the need to replace the alarm monitoring equipment as soon as practicable.

1 Report Details

- 1.1 On 7th September 2015 Executive considered a report from the Portfolio Holder for Housing and IT regarding the progress of a project between the Council, together with CBC and SDDC and DCC, to provide an alarm monitoring service.
- 1.2 This report included an assessment of a tender to provide the equipment for alarm monitoring that had been procured through the Northern Housing Consortium Framework. And the JAD Community Safety and Head of Housing was given delegated powers to enter into a contract with the preferred supplier, however this was conditional on an agreement with DCC being finalised.
- 1.3 More recently DCC have withdrawn their offer of funding a long term contract, and have reduced the amount offered. Cabinet have agreed that this makes the proposed new business unviable and the Council should go it alone and continue to offer the service through central control
- 1.4 However, with this option, there is still the need for the equipment to be updated. This decision is urgent, as the current system in Central Control is currently the oldest operational system in the country and increasingly difficult to maintain. The late withdrawal by DCC was unexpected, and not foreseen by Officers who had been negotiating for several years.
- 1.5 Members are therefore asked to rescind the decision of 7th September and instead give the JAD for Community Safety and Head of Housing, in consultation with the

Portfolio Holder for Housing and IT to negotiate with the preferred supplier for a solution that meets that needs of the Council and enter into a contract for this.

2 Conclusions and Reasons for Recommendation

2.1 The existing equipment is at the end of its operational life, and the previous decision by members did not envisage the developments arising from the fundamental changes made by DCC

3 Consultation and Equality Impact

3.1 None directly

4 Alternative Options and Reasons for Rejection

4.1 None

5 Implications

5.1 Finance and Risk Implications

As covered in the report of 7th September

5.2 Legal Implications including Data Protection

None

5.3 Human Resources Implications

None

6 Recommendations

6.1 That the Assistant Director - Community Safety and Head of Housing is given delegated powers, to enter into negotiation with the preferred supplier to ensure the system offered meets the needs of BDC

6.2 That conditional on 6.1 being satisfied and following consultation with the Portfolio Holder for Housing and IT, the Assistant Director - Community Safety and Head of Housing is given delegated powers to enter into a contract with the preferred supplier.

7 Decision Information

Is the decision a Key Decision? (A Key Decision is one which results in income or expenditure to	No The decision of 7 th September was a
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the Council of £50,000 or more or which has a significant impact on two or more District wards)	key decision. This decision will not incur additional expenditure over £50,000
District Wards Affected	All
Links to Corporate Plan priorities or Policy Framework	

8 Document Information

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Report Reference –