

The Arc
High Street
Clowne
Derbyshire
S43 4JY

Date: 3rd June 2016

Dear Sir or Madam,

You are hereby summoned to attend a meeting of the Executive of Bolsover District Council to be held in the **Council Chamber at The Arc, High Street, Clowne on Monday 13 June 2016 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 4.


Yours faithfully

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

ACCESS FOR ALL

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Chief Executive Officer: Dan Swaine
The Arc, High Street, Clowne, Derbyshire, S43 4JY

CUSTOMER
SERVICE
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The Government Standard

EXECUTIVE AGENDA

**Monday 13 June 2016 at 1000 hours in the
Council Chamber, The Arc, High Street, Clowne**

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 the meeting of the Executive held on 25 April 2016.	Circulated
5	Items recommended by Scrutiny Committees (A) Item recommended by Healthy, Safe, Clean and Green Communities Scrutiny Committee held on 24 th May 2016 Minute No. Prov 8 – Work Plan <i>Recommendation on page 5</i>	5 to 11
6	Policy and Budget Framework Items None	
7	Non Key Decisions (A) To approve Representatives on Outside Bodies 2016/17 Executive Functions	12 to 16

(B)	Corporate Plan Targets Performance Update – January to March 2016 Recommendations on page 19	17 to 36
(C)	Information Requests April 2015 – March 2016 Recommendations on page 39	37 to 42
(D)	Customer Service Standards and CCC Report 1 st October 2015 to 31 st March 2016 and Annual Summary 2015/16 Recommendations on page 48	43 to 57
(E)	Contract for the responsive replacement of external doors Recommendations on page 59	58 to 60
(F)	Arrears – Irrecoverable Items over £2500 Recommendations on page 62	61 to 66
(G)	Joint Fly Tipping Policy – May 2016 Recommendations on page 69	67 to 79
(H)	Bolsover Partnership Funding and Performance Monitoring - April 2015 to March 2016 Recommendations on page 81	80 to 81
(I)	Strategic Risk Register and Partnership Arrangements Recommendations on page 86	82 to 91
(J)	Bolsover Business Grants Scheme Recommendations on page 94	92 to 100
(K)	Housing and Community Safety – Quarterly Update Recommendations on page 103	101 to 112
(L)	Scrutiny Review of Rangers – Progress Update Recommendations on page 114	113 to 118

8 Key Decisions

(A)	Additional Parking at The Arc Recommendations on page 121	119 to 122
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- (B) Pleasley Vale – Mill 1 Dam Wall 123 to 125
Recommendations on page 125

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PART 2 – EXEMPT ITEMS

The Local Government (Access to Information) Act 1985, Local Government Act 1972, Part 1, Schedule 12a (relevant exemption paragraph is cited next to the agenda item).

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Policy and Budget Framework Items

Paragraph 3

- (A) Hill Top Development, Shirebrook 126 to 133
Recommendations on page 130
- (B) Oxcroft House 134 to 137
Recommendations on page 136

Notes:

Items marked (KD) are all Key Decisions and are notified to the public at least 28 days in advance. 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.

There have been no representations from the public to hear item 10 in public session.

HEALTHY, SAFE, CLEAN AND GREEN COMMUNITIES SCRUTINY COMMITTEE

Minute Extract from the Healthy, Safe, Clean and Green Communities Scrutiny Committee held on 24th May 2016.

PROV8. WORK PLAN

The Scrutiny Officer presented the list of suggested work plan items which had been formulated following the Annual Scrutiny Conference and a discussion took place regarding the Committee's priorities.

1. Public Health Provision within Planning Policy

Members felt that following the presentation from Public Health, there was a need for the Council to formulate a policy to ensure that NHS contributions could be ensured via Section 106 Agreements or an alternative arrangement. Many new large developments were proposed within the District which could contribute to an increase in funding for local services.

2. GP Services in Creswell and Langwith

The Scrutiny Officer noted that the issue had been raised at the Annual Scrutiny Conference however, Derbyshire County Council (DCC) Health Scrutiny were currently monitoring the issue and receiving regular updates.

Members noted that despite assurances from the NHS that the issue was being considered, no progress had been made and the Executive should provide support to the DCC Health Scrutiny.

Moved by Councillor S. Peake and seconded by Councillor H.J. Gilmour

RESOLVED that (1) the Healthy, Safe, Clean and Green Communities Scrutiny Committee carry out a review into where Public Health fits within Planning Policy.

(2) the Executive be asked to note the concerns of the Healthy, Safe, Clean and Green Scrutiny Committee and provide support to the work of DCC Health Scrutiny by writing to the Hardwick CCG, raising the Council's concern at the lack of progress by the NHS in providing GP services in Creswell and Langwith.

(Scrutiny Officer/Governance Officer)

HEALTHY, SAFE, CLEAN AND GREEN COMMUNITIES SCRUTINY COMMITTEE

Healthy, Safe, Clean and Green Communities Scrutiny Committee

2016/17

Suggestion	Reason or further information	Will this piece of work make a difference? How?	Is this subject currently under review elsewhere? Or has it been under review in the last few years?	Take forward as a piece of work for the Committee for 2016/17. Yes or No
Taxi Licensing	Considering the application process (looking at whether a test should be introduced for licence applicants) and/or considering how DBS checks are viewed and what criminal convictions should be classed as spent after a period of time.		Yes Licensing Policy reviewed and amended a year ago so no benefit in reviewing this now.	No
Adoption of a Section 106 Public Health Policy	To look at the possibility of adoption of a Section 106 Public Health policy for the use in planning applications. Members are also asked to consider whether this is the appropriate committee to consider this issue as planning is under	Yes – In the first instance, we need to consider the impact of large developments on health services and the role of the CCGS.	No	In the first instance – invite officer to meeting to discuss; Where does health provision fit within planning policy?

HEALTHY, SAFE, CLEAN AND GREEN COMMUNITIES SCRUTINY COMMITTEE

	the remit of the Growth Scrutiny Committee.			
Things for Young People to do	Picking up the results of the survey that Leisure have distributed to all Secondary Schools in the District through the Youth Council. Identifying any areas with a lack of facilities/provision. Results due in June 2016.		Leisure has carried out a survey throughout the secondary schools within the District.	Scrutiny Committee to receive the results of the survey to decide whether there is anything that the Scrutiny Committee can assist with.
GP services in Creswell and Langwith	To consider the delays in providing a new GP surgery in Langwith.		DCC Health Scrutiny are currently considering the issue – Scrutiny Officer to contact DCC Scrutiny Officer before any further work is progressed.	
Clean Vehicles	Looking to influence the move to clean vehicles e.g. hybrids.	(Could be considered by Customer Service and Transformation Scrutiny Committee as part of the vehicle leasing review).		

Suggestions for the Work Plan in the form of briefing or update.

HEALTHY, SAFE, CLEAN AND GREEN COMMUNITIES SCRUTINY COMMITTEE

1. **A Healthy Bolsover – monitoring progress of the Plan.**
2. **Sustainable Communities Strategy – monitoring progress of the Strategy (with 4 years remaining to the 2020 visions).**
3. **Community Cohesion Project update.**
4. **Joint Enforcement Policy** – There are concerns that litter and fly tipping are increasing across the District. It seems appropriate for Scrutiny to consider the policy in light of these concerns.

NB: Q3 Performance data suggests that the Corporate Plan targets H10 – Sustain standards of litter cleanliness to ensure 96% of streets each year meet an acceptable level as assessed by Local Environmental Quality Standards (LEQs) and H11 – 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) are both on track.

5. **Annual Review of the Community Safety Partnership**
6. **Civil Enforcement** – to deal with issues of parking on streets where roads/pavements are blocked and may potentially result in emergency service vehicles being unable to pass easily. **(Needs more consideration of the issues before progressing.)**

HEALTHY, SAFE, CLEAN AND GREEN COMMUNITIES SCRUTINY COMMITTEE

Healthy, Safe, Clean and Green Communities Scrutiny Committee

Work Plan – 2016 - 2017

Date of Meeting	Items	Lead Officer	Notes
24th May 2016 11.00 am	<ul style="list-style-type: none"> Quarter 4 Performance Monitoring Health Update – Focusing on the Director for Public Health Annual Report Scrutiny reviews 2016/17 – selection and scoping exercise 	<p>Kath Drury, Information, Engagement and Performance Manager/Jane Foley – JAD, Customer Service & Improvement</p> <p>Mandy Chambers, Public Health, DCC</p> <p>Claire Millington, Scrutiny Officer.</p>	
28th June 2016, 10.00 am	<ul style="list-style-type: none"> Update on the Community Cohesion project 	<p>Deborah Whallett – Housing Needs Manager & Mariola Babinska -</p>	

HEALTHY, SAFE, CLEAN AND GREEN COMMUNITIES SCRUTINY COMMITTEE

26th July 2016, 11.00 am	<ul style="list-style-type: none"> Quarter 1 Performance Monitoring 		
20th September 2016, 10.00 am	<ul style="list-style-type: none"> 		
18th October 2016, 10.00 am	<ul style="list-style-type: none"> 		
15th November 2016, 11.00 am	<ul style="list-style-type: none"> Quarter 2 Performance Monitoring 		
13th December 2016, 10.00 am			

HEALTHY, SAFE, CLEAN AND GREEN COMMUNITIES SCRUTINY COMMITTEE

17 th January 2017, 10.00 am			
14 th February 2017, 11.00 am	<ul style="list-style-type: none"> Quarter 3 Performance Monitoring 		
14 th March 2017, 10.00 am			
19 th April 2017, 10.00 am	<ul style="list-style-type: none"> Annual Review of the Community Safety Partnership 	Deborah Whallett – Housing Needs Manager & Jo Selby – Community Safety Officer.	MEMBERS HAVE REQUESTED THAT NO OTHER ITEMS ARE TO BE ADDED TO THIS AGENDA
16 th May 2017, 11.00 am	<ul style="list-style-type: none"> Quarter 4 Performance Monitoring 		

Healthy, Safe, Clean and Green Communities Scrutiny Committee Membership

Councillors; -

**REPRESENTATIVES ON OUTSIDE BODIES 2016/17
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

Bolsover Partnership Board Leader of the Council Deputy Leader of the Council	Annual Meeting of the Council
Bolsover Partnership – Health and Wellbeing Partnership Cabinet Member for Health and Wellbeing	Annual Meeting of the Council
Business Executive Advisory Group Cabinet Member for Economic Growth	Annual Meeting of the Council
Citizens Advice Bureau Board of Trustees Cabinet Member for Corporate Plan, HR and Leisure	Annual Meeting of the Council
Chesterfield and District Crematorium Joint Committee Cabinet Member for Housing and IT Cabinet Member for Health and Well Being	Annual Meeting of the Council
Community Voluntary Partners Cabinet Member for Corporate Plan, HR and Leisure	Annual Meeting of the Council
Culture Derbyshire Board Cabinet Member for Corporate Plan, HR and Leisure	Annual Meeting of the Council
Defra Rural and Farming Network Cabinet Member for Economic Growth	Annual Meeting of the Council
Derbyshire Energy Partnership Cabinet Member for Health and Well Being	Annual Meeting of the Council
Derbyshire Economic Partnership (DEP) Leader Deputy Leader/Cabinet Member for Economic Growth (Substitute)	Annual Meeting of the Council
Derbyshire Children’s Trust Board Cabinet Member for Community Cohesion, Audit, Legal and Governance	Annual Meeting of the Council

Derbyshire Coalition for Inclusive Living Cabinet Member for Corporate Plan, HR and Leisure	Annual Meeting of the Council
Derby and Derbyshire Strategic Leadership Forum Leader of the Council Deputy Leader of the Council Chief Executive Officer (non voting)	Annual Meeting of the Council
Derbyshire Health and Wellbeing Board Cabinet Member for Health and Wellbeing	Annual Meeting of the Council
Derbyshire Law Centre Management Committee Cabinet Member for Corporate Plan, HR and Leisure	Annual Meeting of the Council
Derbyshire Partnership Forum Leader of the Council Deputy Leader of the Council (substitute) <i>Anti-Poverty Champion</i> Cabinet Member for Corporate Plan, HR and Leisure	Annual Meeting of the Council
Derbyshire Safer Communities Board Cabinet Member for Community Cohesion, Audit, Legal and Governance	Annual Meeting of the Council
Derbyshire Sport Cabinet Member for Corporate Plan, HR and Leisure	Annual Meeting of the Council
Derbyshire Unemployed Workers Centre Bolsover Project Cabinet Member for Corporate Plan, HR and Leisure	Annual Meeting of the Council
D2 Joint Committee for Economic Prosperity Leader of the Council Deputy Leader of the Council (Substitute)	Annual Meeting of the Council
D2N2 LEP Leader of the Council (Substitute)	Annual Meeting of the Council

D2N2 Infrastructure Investment Board Leader of the Council	Annual Meeting of the Council
East Midlands Councils Cabinet Member for Health and Well Being Leader of the Council (Substitute)	Annual Meeting of the Council
Frederick Gent Community Sport & Leisure Management Partnership Cabinet Member for Corporate Plan, HR and Leisure	Annual Meeting of the Council
Groundwork Creswell Cabinet Member for Economic Growth	Annual Meeting of the Council
Industrial Communities Alliance Leader of the Council Deputy Leader of the Council	Annual Meeting of the Council
Joint Working Board (BDC/NEDDC/CBC) Leader of the Council Deputy Leader of the Council Chief Executive Officer Councillor R. Bowler (Scrutiny Representative) (Observer) Councillor S. Peake (Scrutiny Representative) (Substitute Observer)	First meeting of the Executive following Annual Council
Junction Arts Cabinet Member for Corporate Plan, HR and Leisure	Annual Meeting of the Council
LEADER Programme Cabinet Member for Economic Growth	Annual Meeting of the Council
Local Authorities Energy Partnership Cabinet Member for Health and Well Being	Annual Meeting of the Council
Local Government Association – General Assembly Leader of the Council	Annual Meeting of the Council
Local Government Information Unit Leader of the Council	Annual Meeting of the Council

Markham Employment Growth Zone (MEGZ) Liaison Committee Cabinet Member for Economic Growth	Annual Meeting of the Council
North East & Bolsover Learning Disability Partnership Board Cabinet Member for Corporate Plan, HR and Leisure	Annual Meeting of the Council
Older Persons Forum Cabinet Member for Corporate Plan, HR and Leisure	Annual Meeting of the Council
Peak District and Derbyshire Destination Management Partnership Cabinet Member for Economic Growth	Annual Meeting of the Council
Sheffield City Region Combined Authority Leader of the Council Deputy Leader - Substitute	Annual Meeting of the Council
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

13th June 2016

<p>Corporate Plan Targets Performance Update – January to March 2016 (Q4 – 2015/16)</p>

Report of the Assistant Director – Customer Service and Improvement

This report is public

Purpose of the Report

- To report the quarter 4 outturns for the Corporate Plan 2015-2019 targets.

1 Report Details

1.1 The attached contains the performance outturn as of 31st March 2016. (Information compiled on 10th May 2016)

1.2 A summary by corporate plan aim is provided below:

1.3 Unlocking our Growth Potential

- 14 targets in total (1 target achieved previously – G04)
- 9 targets on track with **G08** achieving its annual target for 2015/16.
- 2 targets have been achieved:
 - **G02** 'Establish business support programme by engaging with D2N2 and SCR Growth Hub by March 2016'.
 - **G14** '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'.
- 2 targets have been flagged as an 'alert' i.e. it may not achieve its intended outcome by the target date:
 - **G11** 'Through a programme of targeted refurbishment bring 15 empty private sector properties back into use per annum. Target not met for 2015/16 – 9 units brought back into use. As noted on the appendix work continues to influence this target.
 - **G13** 'Work with partners to deliver an average of 20 units of affordable homes each year'. Target not met for 2015/16 with no units of affordable housing being completed for 2015/16. The appendix notes some completions due summer 2016.

1.4 Providing our Customers with Excellent Service

- 16 targets in total (1 target previously withdrawn – C16)
- 15 targets on track with **C02, C03, C06, C07, C10, C12** and **C15** achieving their annual targets for 2015/16.
- **C14** - 'Carry out 99% of emergency repairs within 6 working hours'. Request to change the wording of this target to 'Attend 99% of repair emergencies within 6 working hours' to reflect more accurately what the target is intended to achieve i.e. to resolve the problem initially and then carry out a separate repair if required.

1.5 Supporting our Communities to be Healthier, Safer, Cleaner and Greener

- 16 targets in total (1 target previously achieved – H14)
- 14 targets on track with **H01, H02, H03, H05, H07, H08, H10, H11, H12** and **H16** achieving their annual targets for 2015/16.
- 1 target has been flagged as an 'alert' i.e. it may not achieve its intended outcome by the target date:
 - **H05** – 'Support 417 inactive 16+ individuals per year and increase their activity levels to more than 30 minutes of moderate intensity physical activity per week'. A total of 132 inactive adults were engaged in year 1 of the programme (December 2014 – November 2015). Any yearly targets not met will roll over to years 2 and 3 of the programme. Two new projects will be funded in year 2 to support more inactive individuals.
- **H13** – 'Develop an action plan for the improvement of each of the four town centres by March 2019'. Request to bring this target end date forward to March 2017 to reflect the progress being made.

1.6 Transforming our Organisation

- 14 targets in total (1 target achieved previously – T02)
- 11 targets on track including 2 targets (**T07** and **T12**) previously extended. Target **T13** has achieved its annual target for 2015/16.
 - **T12** – a further request to extend this target to 31st March 2017 to reflect the need that the assessment works for the Built Facilities Plan needs to be undertaken during the winter months.
- 1 target achieved (behind target) – **T03** '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 back to Members by October 2015'.
- 1 target not started yet (**T04**) – within timescale. No concerns raised by respective lead officer.

2 Conclusions and Reasons for Recommendation

- 2.1 Out of the 60 targets 49 (82%) are on track, 6 (10%) have been achieved (3 this time, 3 previously), 3 (5%) have been flagged as an 'alert' i.e. they may not achieve their intended outcome, 1 (1.5%) has not started and 1 (1.5%) has been withdrawn.

- 2.2 This is an information report to keep Members informed of progress against the corporate plan targets noting achievements and any areas of concern.

3 Consultation and Equality Impact

- 3.1 Not applicable to this report as consultation was carried out on the original Corporate Plan.

4 Alternative Options and Reasons for Rejection

- 4.1 Not applicable to this report as providing an overview of performance against agreed targets.

5 Implications

5.1 Finance and Risk Implications

No finance or risk implications within this performance report.

5.2 Legal Implications including Data Protection

No legal implications within this performance report.

5.3 Human Resources Implications

No human resource implications within this performance report.

6 Recommendations

- 6.1 That year one progress against the Corporate Plan 2015-2019 targets be noted.
- 6.2 Target extension be approved for T12 as noted in the report.
- 6.3 Target C14 be amended as noted in the report.
- 6.4 Target H13 be amended as noted in the report.

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	Not applicable
Links to Corporate Plan priorities or Policy Framework	Links to all Corporate Plan 2015-2019 aims and priorities

8 Document Information

Appendix No	Title
1.	Corporate Plan Performance Update – Q4 January to March 2016
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)	
All details on PERFORM system	
Report Author	Contact Number
Kath Drury, Information, Engagement and Performance Manager on behalf of Assistant Director – Customer Service and Improvement	01246 242280 / 217641

Report Reference –

Bolsover District Council
Corporate Plan Targets Update – Q4 January to March 2016

Aim – Unlocking our Growth Potential

Key Corporate Target	Directorate	Status		Progress	Target Date
G 01 - Through the use of Key Account Management develop a relationship with a minimum of 50 local businesses by March 2019.	Growth	On track		Q4 2015/16 28 Businesses Engaged to date . Support provided to businesses on completing Bolsover Local Growth Fund EOIs. Companies: Reality3, Nightingale Engineering Group, Jestors Soft Play and Crèche, Perfect Pastries, J M Hill Building Services, Jacquest, Nevilles Precision Engineering, Barley Associates, Walkgrove Ltd, Acorn Mouldings, Ben Yeates, Bladdon Box, The Oven Door, Road and Rally Accessories Ltd, Love Marketing, Bistro pl, Alliance Electronics, Two Flags, S&G Inflatables, School of Fine Woodwork, Veritas Management.	Sun-31-Mar-19
G 02 - 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.	Growth	Achieved		Q4 2015/16 Meetings held with SCR Growth Hub to agree Start Up services (CEBS). Hosted a multi agency meeting to map current and future business support and funding with all the delivery agencies. Hosted a SCR overlap area meeting to map provision offered by the SCR Growth Hub. Attendance of the Chamber Business Expo (D2N2).	Thu-31-Mar-16
G 03 - Optimise business growth (as measured by gross NNDR) by £2.5m	Growth Operations	On track		<u>Q4 (2015/16) Actual NNDR income figure at 31/3/16 is £23,596,815 per NNDR3 form submitted.</u> (Baseline: £23,476,638 Gross NNDR for 2014/15)	Sun-31-Mar-19
G 05 - Through the Bolsover North East Derbyshire LEADER Approach collectively support the creation of 65 sustainable jobs in the combined	Growth	On track		Q4: 74 initial enquires have been received, with 18 from the BDC area. To date 10 Outline Applications (OAs) have been received (1 from BDC area) and from One Full Application is currently in Appraisal (from NEDDC area). Following a	Thu-31-Dec-20

Key Corporate Target	Directorate	Status		Progress	Target Date
programme area by December 2020.				national delay the RPAs agreement to accept bids on 20.01.16. Work has commenced on the review of the annual delivery plan and revise the programme targets, whilst 8 drop-on sessions were held in March across the two Districts to support the ongoing promotion and business engagement. No jobs have been created as yet as the EU funding has not been budgeted to be allocated until 16/17.	
G 06 - 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.	Growth	On track		Q4 (2015/16) Members have approved a preferred strategy approach and work is currently on target to work up the Draft Plan for public consultation in September 2016.	Mon-31-Jul-17
G 07 - Submit Local Plan (Strategic Policies and Site Allocations) for examination by the Planning Inspectorate by November 2017.	Growth	On track		Q4 (2015/16) Members have approved a preferred strategy approach and work is currently on target to work up the Draft Plan for public consultation in September 2016 and submission by November 2017.	Thu-30-Nov-17
G 08 - Process all major planning applications 10% better than the minimum for special measures per annum.	Growth	On track		Q4 As at 31st March 2016 75% achieved despite some staffing issues (a reduction in staff resource from loss of one officer and a Principal Enforcement Officer and a reduction in hours of one Principal Officer. Recruitment to replace the posts is ongoing). (Target 2015/16: 60%, National Target 50%) 2015/16 Target achieved	Sun-31-Mar-19
G 09 - Deliver a minimum of 100 new Council properties by March 2019.	Operations	On track		Q4 Started on site for Rogers Avenue (7 properties) at Creswell. Planning permission has been approved for a site at the Blackwell Hotel and planning permission is being sought for two further sites. A viability assessment is underway for 35 houses at a scheme in Shirebrook.	Sun-31-Mar-19

Key Corporate Target	Directorate	Status		Progress	Target Date
G 10 - Enable the development of at least 1,000 new residential properties within the district by March 2019.	Growth	On track		Q4. Final completion figures are monitored at the end of the financial year so are not yet available. It is estimated that the number of new build completions will be in line with the average of the last few years.	Sun-31-Mar-19
G 11 - Through a programme of targeted refurbishment bring 15 empty private sector properties back into use per annum.	Growth	Alert		Q4. Funding was approved by HCA and awarded to Action Housing who are now working with the empty properties officer to identify suitable properties. 2015/16 Target not achieved. 9 units bought back into use	Sun-31-Mar-19
G 12 - Achieve an increase of £850,000 in additional New Homes Bonus from the government by March 2019.	Growth	On track		Q4 Proposed changed to the New Homes Bonus scheme are currently being consulted on by the government. Any changes subsequently implemented may have consequences for the amount of New Homes Bonus achieved by the Council. New Homes Bonus allocation for 2016/17 £257,091.80. Instalments over 6 years - £1,542,550.80. (Please note that these figures are provisional as they are calculated using last year's average national council tax bands. Allocations will be confirmed when the new national council tax bands are confirmed in the new year)	Sun-31-Mar-19
G 13 - Work with partners to deliver an average of 20 units of affordable homes each year.	Growth	Alert		Q4. No units of affordable housing have been completed in quarter 4 or for 2015/16. The B@home scheme is progressing well, with the first completions due summer 2016. Rogers Avenue (7 properties) Creswell is progressing well. 2015/16 Target not achieved	Sun-31-Mar-19

Key Corporate Target	Directorate	Status		Progress	Target Date
G 14 - 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.	Growth	Achieved		Q4 - Former Coalite site - Bolsover Planning Committee commented on the NEDDC reconsultation for the residential planning application, for the 20th April Planning Committee. The approval will bring forward the entire site, employment and residential. Delivery will commence in partnership between BDC/NEDDC/DCC/ATLAS/DV/ Bolsover Land Ltd to secure the development of the site Shirebrook HCA land and Markham Vale are now both to capacity.	Thu-31-Mar-16

Aim – Providing our Customers with Excellent Service

Key Corporate Target	Directorate	Status		Progress	Target Date
C 01 - Retain Customer Service excellence accreditation year on year.	Transformation	On track		Q4 (2015-16) - Electronic assessment evidence submitted end of March 2016. On-site assessment to take place on 11/04/16 and 12/04/16. Programme put together and communicated to those involved and generally to staff. Update given to Improvement Group on 22/03/16.	Sun-31-Mar-19
C 02 - Achieve an overall biennial external satisfaction rate of 85% or above for services provided by the Contact Centres.	Transformation	On Track		Q4 - Survey completed, results show 89% satisfaction with the Face to Face service, 87% satisfaction with the telephone service and 93% with the Meet & Greet Service giving an overall satisfaction with the service of 89% . The Customer Satisfaction Index score is not yet known until the full report is available. The final report with findings will be published on the Contact Centre webpage along with an Improvement Plan based on customer comments. 2015/16 Target Achieved	Sun-31-Mar-19

Key Corporate Target	Directorate	Status		Progress	Target Date
C 03 - Achieve an overall annual satisfaction rate of 80% or above for leisure, recreation and cultural activities and services.	Transformation	On Track		Q4 - Of the service areas measured 89.9% average satisfaction rate was scored. (Facilities 97% Sports development 82.5%) Overall average satisfaction across the service for the year = 89.3% 2015/16 Target Achieved	Sun-31-Mar-19
C 04 - Promote the Council website and increase (unique) visitor numbers by 7% year on year.	Transformation	On track		Q4 - Q4 - Statistics from Google Analytics for the period January 1 to March 31 2016 show a 88.24% increase in new unique users of the website. Now we have a full year of stats, we will analyse these further to see if they are accurate.	Sun-31-Mar-19
C 05 - Implement the new EU Regulations on Data Protection within the timescales stipulated by the Information Commissioners Office.	Transformation	On track		Q4 (2015/16) - Still awaiting EU implementation (Regulations expected to take force in June 2018 - Source: ICO). However work is underway to improve our internal data protection processes in-line with the new regulations. For example we are currently developing a database of personal data held by the Council which is one of the proposed regulations.	Sun-31-Mar-19
C 06 - Prevent homelessness for more than 50% of people who are facing homelessness each year.	Operations	On track		Q4 April - March 2016 - 282 approaches from people seeking homeless assistance, of which 174 cases were prevented from being homeless - 62% prevented cases. 2015/16 Target Achieved.	Sun-31-Mar-19
C 07 - Install 150 new lifelines within the community each year.	Operations	On track		Q4 April - March 2016 - 242 units of careline equipment installed. 2015/16 Target Achieved	Sun-31-Mar-19
C 08 - Process all new Housing Benefit and Council Tax Support claims within an average of 20 days.	Operations	On track		Quarter 4 data = 19.00 days Quarter 3 data = 19.54 days Quarter 2 = 16.76 days Quarter 1 = 16.86 days	Sun-31-Mar-19

Key Corporate Target	Directorate	Status		Progress	Target Date
C 09 - Process changes to Housing Benefit and Council Tax Support within an average of 10 days.	Operations	On track		Quarter 4 data = 6.63 days Quarter 3 data = 7.81 days Quarter 2 = 7.12 days Quarter 1 = 8.98 days	Sun-31-Mar-19
C 10 - Carry out 300 disability adaptations to Council houses each year.	Operations	On track		Q4 April - March 2016 - 386 adaptations completed. 2015/16 Target Achieved	Sun-31-Mar-19
C 11 - Fully deliver the equality objectives identified in the Single Equality Scheme by March 2019.	Transformation	On track		Q4 - good progress continues against the action plan. Notable action this quarter - Equalities Impact Assessment Guidance refreshed, published and taken to Improvement Group to raise awareness.	Sun-31-Mar-19
C 12 - Ensure a minimum of 50% of clients experiencing Domestic Violence each year are satisfied with the support they received.	Operations	On track		Q4 – 41 new referrals were received during Q4, 15 of which were high risk. 4 did not engage with the service. Positive responses were received from 35 (85%) service users who were asked: • Did the service meet with your requirements? • Did the service make a difference? • How satisfied are you with the service you have been given?	Sun-31-Mar-19
C 13 - Reduce average relet times of Council properties (not including sheltered accommodation) to 20 days by March 2019.	Operations	On track		Q4 (2015/16) - 26.5 days (30 if sheltered are included) - This shows an improvement of the previous quarter. Historically the final quarter has shown poorer performance, there are two reasons for this. Firstly, the indicator (based on the old BVPI) measures actual days and not working days so the winter break has an impact also people do not want to move before Xmas. Secondly, there are an increased number of vacancies during this period.	Sun-31-Mar-19
C 14 - Carry out 99% of emergency repairs within 6 working hours.	Operations	On track		Q4 (2015/16) 91% call out and completion of emergencies within 6hrs. From April 2016 a new reporting tool will be used to monitor	Sun-31-Mar-19

Key Corporate Target	Directorate	Status		Progress	Target Date
				all emergencies when logged and when an operative attends the property. Request to change the wording of this target to “Attend 99% of repair emergencies within 6 working hours”. This reflects that in the case of an emergency the initial action is to resolve the problem, with the repair carried out separately. For example a leak - the emergency action would be to stop the leak which may be by isolating some pipework. A repair job to replace the failed item may follow.	
C 15 - Ensure a minimum of 50% of clients receiving parenting support each year express a positive outcome.	Operations	On track		Q4 - Year to date - 26 attendees (25 completed the course). Three courses completed in the year and 90% of those who have completed an evaluation form are satisfied.	Sun-31-Mar-19

Aim – Supporting our Communities to be Healthier, Safer, Cleaner and Greener

Key Corporate Target	Directorate	Status		Progress	Target Date
H 01 - Deliver a minimum of 8000 hours of positive activity through community based culture and leisure engagement per year.	Transformation	On track		Q4 - At this stage of the year the target figure is 8000 hours, actual performance to date is 11090 - substantially exceeded target. 2015/16 Target Achieved	Sun-31-Mar-19
H 02 - Increase participation/attendances in leisure, sport, recreation, health, physical and cultural activity by 3,000 per year.	Transformation	On track		Q 4 - Target for quarter 4 (annual figure) is 231,000 we have exceeded the annual target by achieving 236,459. Increase 5459. 2015/16 Target Achieved	Sun-31-Mar-19

Key Corporate Target	Directorate	Status		Progress	Target Date
H 03 - Deliver a health intervention programme which provides 900 adults per year with a personal exercise plan via the exercise referral scheme.	Transformation	On track		<p>Q4 - For the financial year 2015/16, the health referral team received a total of 1130 referrals from both the Derbyshire County Integrated Wellbeing approach and the Bolsover Wellness Plus programme. We have received referrals into Clowne and Creswell Sports Centres as well as working with partners to deliver the programme in Shirebrook Leisure Centre, Welbeck Road Health Surgery and Frederick Gent Community Sports Centre.</p> <p>2015/16 Target Achieved</p>	Sun-31-Mar-19
H 04 - 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.	Transformation	On track		<p>Q4. The Five:60 programme will have been delivered to all key stage 2 pupils within the 28 schools in the Bolsover Schools Sports Partnership area during the current academic year.</p> <p>2015/16 Target Achieved</p>	Sun-31-Mar-19
H 05 - Support 417 inactive 16+ individuals per year & increase their activity levels to more than 30 minutes of moderate intensity physical activity per week.	Transformation	Alert		<p>Q4. Year 2 of the project started in December 2015. Active 4 Life project being delivered by Community Sports Trust has started. Stage 1 which is the gathering of insight data in Whitwell wards and 2 of Bolsover wards has been done. Stage 2 which is Engaging the Community System will start in next 6 weeks. We are currently appointing a Project Officer to lead on this. Girls Hub at Hillstown is due to start in next month. No new participants engaged in either of 2 projects since last quarter.</p> <p>Yr 1 Project 132 inactive adults engaged (Dec 14 to Nov 15)</p>	Sun-31-Mar-19

Key Corporate Target	Directorate	Status		Progress	Target Date
H 06 - Provide signposting and support for people who want to volunteer and recruit 60 new volunteers by February 2016.	Growth	On track		Q4: Delivery of this work has been subcontracted to the Volunteer Centre for Chesterfield and North East Derbyshire and aims to increase participation in volunteering activity. Delivery commenced in April 2014. The number of new volunteers recruited at the end of March 2016 was 63 against a revised target of 60 (NB a figure of 71 was reported in error in Q3). A six month project extension to May 2016 has been agreed to enable a review of the service to be undertaken. Target to be reviewed then.	Mon-29-Feb-16
H 07 - Assist partners in reducing crime by delivering 12 Crime Cracking events in the community each year.	Operations	On track		<p>Q4 The CSP attended 12 events during 2015/16 providing advice and information on personal safety and crime prevention to approximately 2650 people –</p> <p>23.04.15 - Creswell Craggs Health Centre Healthy Living event</p> <p>18.05.15 – Healthy Arc Day/Stroke Awareness event</p> <p>08.07.15 – BBC Antiques Roadshow, Bolsover Castle</p> <p>22.08.15 – Shirebrook MVRA Summer party</p> <p>01.09.16 – South Normanton SNT priority setting event</p> <p>05.09.15 – The Langwith Show</p> <p>25.09.15 – Public Health event, Shirebrook Market Place</p> <p>02.12.15 – Domestic Violence Candlelit Vigil, Chesterfield Church</p> <p>11.12.15 – Shirebrook ASB perceptions survey event</p> <p>19.01.16 – Vehicle Crime awareness event, South Normanton</p> <p>27.01.16 – Crime Prevention awareness event, Pinxton</p> <p>10.03.16 – Eats & Treats event, Bolsover</p> <p>2015/16 Target Achieved</p>	Sun-31-Mar-19

Key Corporate Target	Directorate	Status		Progress	Target Date
H 08 - With partners organise 3 community cohesion events each year to bring communities together in identified areas.	Operations	On track		<p>Q4 The Community Cohesion Officer helped to organise 7 events in Shirebrook during 2015/16:</p> <p>31.05.15 - BDC Cycle Fest event at Shirebrook Academy</p> <p>04.07.15 - Family Fun Day at Shirebrook Academy</p> <p>22.08.15 - Shirebrook Model Village Family Fun Day at the Victoria Inn</p> <p>05.11.15 – International Week Polish Heritage exhibition and Taste & See continental cuisine event held at the Christian Centre</p> <p>25.11.15 – Eats & Treat event with Public Health at the Christian Centre</p> <p>22.01.16 - Polish Consular Day held at Shirebrook Library</p> <p>04.02.16 - Coffee Morning for Polish parents at the Children’s Centre</p> <p>2015/16 Target Achieved</p>	Sun-31-Mar-19
H 09 - Achieve a combined recycling and composting rate of 49% by March 2019.	Operations	On track		<p>Q4 (2015\16) Waste Data Flow information is estimated on like performance at ending March 2015, in particular as WDF information will not be available until July 2016. It is estimated 2,006 tonnes of recyclable\compostable wastes will be diverted, yielding a combined estimated recycling rate of 42% between April 2015 and March 2016 (Q1 to Q4).</p>	Sun-31-Mar-19
H 10 - Sustain standards of litter cleanliness to ensure 96% of streets each year meet an acceptable level as assessed by Local Environment Quality Surveys (LEQS).	Operations	On track		<p>Q4 (2015\16) LEQS’s established 3% of streets and relevant land surveyed fell below grade B cleanliness standards resulting in 97% meeting the target standard. Combined (Q1, Q2, Q3 & Q4) performance is 3.9% falling below grade B, resulting in 96.1% achieving the</p>	Sun-31-Mar-19

Key Corporate Target	Directorate	Status		Progress	Target Date
				96% target. 2015/16 Target Achieved	
H 11 - 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).	Operations	On track		Q4 (2015\16) LEQS's established 2% of streets and relevant land surveyed fell below grade B cleanliness standards resulting in 98% of land surveyed meeting the target standard. Combined (Q1, Q2, Q3 & Q4) performance is 0.5% land surveyed falling below grade B and achieving the 98% target. 2015/16 Target Achieved	Sun-31-Mar-19
H 12 - Annually undertake 10 local environmental enforcement and educational initiatives in targeted areas to deal with dog fouling, littering or fly tipping.	Growth	On track		Q4 (19/04/16) - three enforcement initiatives were delivered, one at Creswell (dog fouling) one at Hornscroft Park, Bolsover (dog fouling) and one at Barlborough (fly tipping) This means the annual target of 10 initiatives has been exceeded as a total of 11 initiatives have been undertaken during 2015/16.	Sun-31-Mar-19
H 13 - Develop an action plan for the improvement of each of the four town centres by March 2019.	Growth	On track		Q4 2015/16 Regeneration Frameworks - Consultants Bauman Lyons Architects are in the process of wide ranging consultations with stakeholders and the community, to support the development of the Regeneration Frameworks. To date there has been several consultation events with district-wide agencies and individuals' community groups, thematic interest groups, business community etc, with more to follow in April and May, in addition to regular meetings to communicate with BDC Cabinet and Members. Request to bring the target end date forward to	Sun-31-Mar-19

Key Corporate Target	Directorate	Status		Progress	Target Date
				March 2017	
H 15 - Reduce energy use in sheltered housing schemes by 10% by March 2019.	Operations	On track		Q4. Detailed proposals received for three schemes to be included with capital programme for 2016/17 (numbers to be included depends on cost). Estimated reduction in fuel use estimated at over 40% per property. Awaiting baseline data, contained within the reports we have commissioned	Sun-31-Mar-19
H 16 - Replace each year 200 gas fired back boilers in our Council houses with more efficient 'A' rated combi boilers.	Operations	On track		For 2015/2016 we fitted the following numbers of boilers: 101 fitted by BDC operatives 732 fitted by contractor Total 833, however figures may be lower in future years. 2015/16 Target Achieved,	Sun-31-Mar-19

Aim – Transforming our Organisation

Key Corporate Target	Directorate	Status		Progress	Target Date
T 01 - Retain accreditation against the Investors in People (IiP) extended framework by July 2015 and full external assessment in 2018.	Transformation	On track		Q4 - Report considered by SAMT, further discussions and options to be put forward to Members. (Accreditation retained in June 2015)	Tue-31-Jul-18
T 03 - Establish interest from the market to work in partnership to develop a delivery method for the development and or refurbishment	Operations	Achieved (behind target)		Q4 (2015/16) – Approval received from Executive to set up a Joint Venture, details currently being worked through. The Business Executive Group continues to work with Officers and Members to bring forward a second Joint Venture model	Sat-31-Oct-15

Key Corporate Target	Directorate	Status		Progress	Target Date
of key council-owned assets and report findings back to Members by October 2015.				to secure the future of Pleasley Vale Mills.	
T 04 - 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.	Operations	Not Started		Q4 (2015/16) Project not started but well within timescale. Placed on the Asset Management Group Agenda for discussion at future meetings	Mon-30-Apr-18
T 05 - Initiate a build programme for the new Clowne leisure facility by December 2015 and complete by December 2016.	Transformation	On track		Q4 (2015/16) Build programme is progressing well, however the project is around 3 weeks behind schedule at present due largely to the excavation into rock taking longer than anticipated, along with poor weather conditions. The contractors are confident they can pull this back over the coming stages of development (they have been asked to provide detail of when and how they will achieve this). The pools are now formed in concrete with the next key phase being steel erection, roof and floor creation.	Sat-31-Dec-16
T 06 - Introduce alternative uses to 20% of garage sites owned by the Council by March 2019.	Operations	On track		Q4 - 40+ sites considered for development. These are at different stages, Rogers Avenue, Creswell started, Planning permission sought/prepared for 4 other sites - viability being checked for others. Sites also identified for the next tranche.	Sun-31-Mar-19
T 07 - Produce a Procurement Strategy by March 2016.	Growth	Extended		Q4 Next step for the draft to be presented to SAMT.	Fri-30-Sep-16
T 08 - Fully deliver the electoral changes to District and Parish wards as a result of the Local Government Boundary Commission for England's electoral review by 1 December 2018.	Growth	On track		Q4 The LGBCE for England has made its presentation to Council on 2nd March 2016. A consultant has been engaged to assist with the response.	Sat-1-Dec-18

Key Corporate Target	Directorate	Status	Progress	Target Date
T 09 - Reduce the percentage of rent arrears by 10% through early intervention and effective monitoring by 2019.	Operations	On track	<p>Q4 The baseline figure (April 2015) is £562,328 (2.7% of the annual rent roll) and a reduction in Council Housing Tenants arrears by 10% by March 2019. If 10% reduction the figures will be £506,095.</p> <p>At the end of Quarter 4 the figure stands at 2.5% (£533,431.48) which is a decrease of 8%.</p> <p>The impacts of Government policies on welfare reform, and rent reduction are likely to make his target significantly more challenging.</p> <p>(Note: this target is a reduction in the percentage rather than the monetary value - this is common in measuring rent arrears and allows comparisons with other, and over time. A reduction from 2.8% to 2.6% is measured as $((2.8 - 2.6) / 2.8) \times 100 = 8\%$).</p>	Sun-31-Mar-19
T 10 - Reduce the level of Former Tenants Arrears by 10% through early intervention and effective monitoring by 2019.	Operations	On track	<p>Q4 The baseline figure is £570,254 and a reduction in former Council housing tenants arrears by 10% by March 2019 if 10% is collected then that will be £513,227.</p> <p>At the end of Quarter 4 the figure was £623,676.20 which is an increase of 9% - the majority of these are newly arising (i.e. people being evicted or leaving their tenancy with debt).</p> <p>So far this financial year £58,385.89 former tenancy arrears has been collected and £77,317.60 written off which has been a reduction of £135,703.49.</p>	Sun-31-Mar-19

T 11 - Through successful delivery of projects within the Transformation programme achieve total income/savings of £600,000 by March 2019.	Transformation	On track		Q4 (2015/16) - The Transformation Programme 2015-2019 was agreed and communicated to employees/members in late September 2015. The current programme identifies potential savings of £393,000 to date for BDC as well as many non cashable service improvements. Some projects are in the very early stages and yet to quantify the savings. This is a four year programme and savings will be recorded as achieved and confirmed by Finance.	Sun-31-Mar-19
T 12 - Develop a series of strategies and plans to support the ambition of a sustainable leisure service by March 2016.	Transformation	Extended		Q4 The following are being progressed and on track; Subsidy Reduction Plan Marketing Plan The following is complete: Sport Development and Physical Activity Plan, however Sport England and Derbyshire Sport are delivering a new Sport, Physical Activity and Active Recreation Plan in July 2016. We now have an extension until Mar 2017 to complete this work. Having been granted an extension previously for the Built Facilities Plan as we are governed by the external consultant market, we have now appointed and are due to hold the first steering group meeting this month. We need to ask for a further extension however as part of the assessment works have to be completed during the winter months (when pitches are at their worst) - therefore we request an extension of 3 months until Mar 2017.	Sat-31-Dec-16
T 13 - Increase on-line self service transactions dealt with by the Contact Centre by 20% each year.	Transformation	On track		Q4 (2015/16) On line transactions = 183. Achieved to date = 555 = 40% increase based on 2014/15 baseline data. Q3 (2015/16) On line transactions = 98. Achieved to date = 372 = 25% increase. Q2 (2015/16) On line transactions = 145. Achieved to date = 274 = 39% increase. Q1 (2015/16) On line transactions = 129 = 31% increase Baseline data from 2013/14 was 396 online transactions. 2015/16 Target Achieved	Sun-31-Mar-19

T 14 - Achieve the Member Development Charter by December 2018.	Growth	On track		Q4 – PDPs almost fully completed, report taken to Member Development Working Group outlining top training needs identified by members. Member Development Working Group signed up to East Midlands' regional briefing events. Awaiting further details from East Midlands Councils before writing to members. Member Development Programme for 2016/17 in planning stages.	Mon-31-Dec-18
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Bolsover District Council

13th June 2016

Information Requests – April 2015 to March 2016

Report of the Cabinet Member for Customer Service, Revenues and Benefits

This report is public

Purpose of the Report

- To provide information on requests made under the Freedom of Information Act 2000, Environmental Information Regulations 2004 and Data Protection Act 1998 for the period 1st April 2015 to 31st March 2016.

1 Report Details

1 Freedom of Information and Environmental Information Requests

1.1 Volumes

- **508** Freedom of information (FOI) requests
- **191** Environmental information requests (EIR)
- **699** Requests received in total for processing

Table A: Provides a breakdown of FOI requests by department and directorate. (Please note that some requests are sent to more than one department)

Table B: Provides a breakdown of FOI requests by month with graph.

1.2 Performance

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

- Quarter 1 – 100% (165 requests)
- Quarter 2 – 98.2% (159 requests)
- Quarter 3 – 100% (173 requests)
- Quarter 4 – 100% (202 requests)

1.3 A summary of the requests received for 2015/16 will be published on the website at <http://www.bolsover.gov.uk/your-council/freedom-of-information> .

1.4 **2015/16 Summary**

For the year we received **508** FOI requests and **191** EIR requests making a total of **699 requests for 2015/16**. This represents an increase of **11.3%** (79 requests more) when compared to 2014/15, **620** requests received (526 FOI requests and 94 EIR requests).

When comparing the two years the number of FOI requests has reduced by 18 and the number of EIR requests has increased by 97. The latter is largely due to the different way that Property Search companies are presenting their requests for property search information. Previously they were grouping several properties on one request and now they are very often sending through individual requests.

Overall, 696 requests (99.5%) were responded to within the standard of **20 working days, 3 over timescale**.

During 2015/16 other than a concentrated interest in requests concerning Sports Direct and information held by the Council there have not been any other trends in requests. We still receive multiple requests in relation to datasets that we routinely publish on the website which we simply point requesters to. Information on the Council's data transparency page can be found at <http://www.bolsover.gov.uk/your-council/data-transparency>

During 2015/16 we received one corporate complaint in relation to the administration of a Freedom of Information request which was not upheld at Internal Review or by the Information Commissioner's Office (ICO) when reviewed by them. No other enquiries have been received from the ICO during 2015/16.

2 Data Protection Requests

2.1 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.

2.2 **Volumes**

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

2.3 **Performance**

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

2.4 2015/16 Summary

For 2015/16 we received **25** requests in total – **10** Subject Access requests and **15** Personal Data requests. This represents a decrease when compared to 2014/15 (**13** Subject Access requests and **22** personal data requests).

3 Conclusions and Reasons for Recommendation

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

4 Consultation and Equality Impact

- 4.1 Not applicable

5 Alternative Options and Reasons for Rejection

- 5.1 Not applicable

6 Implications

6.1 Finance and Risk Implications

None

6.2 Legal Implications including Data Protection

None

6.3 Human Resources Implications

None

7 Recommendations

- 6.1 That the report be received

8 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)	<ul style="list-style-type: none">• Not applicable
District Wards Affected	<ul style="list-style-type: none">• Not applicable
Links to Corporate Plan priorities or Policy Framework	<ul style="list-style-type: none">• Providing our customers with excellent service

	<ul style="list-style-type: none"> • Compliance with our Access to Information Policy
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9 Document Information

Appendix No	Title	
Table A	Breakdown of FOI and EIR requests by Department and Directorate.	
Table B	FOI and EIR requests by months with graph.	
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 & Performance Manager		01246 242280

**Table A: FOI and EIR Requests by Department /
Directorate 01/04/15 -31/03/16**

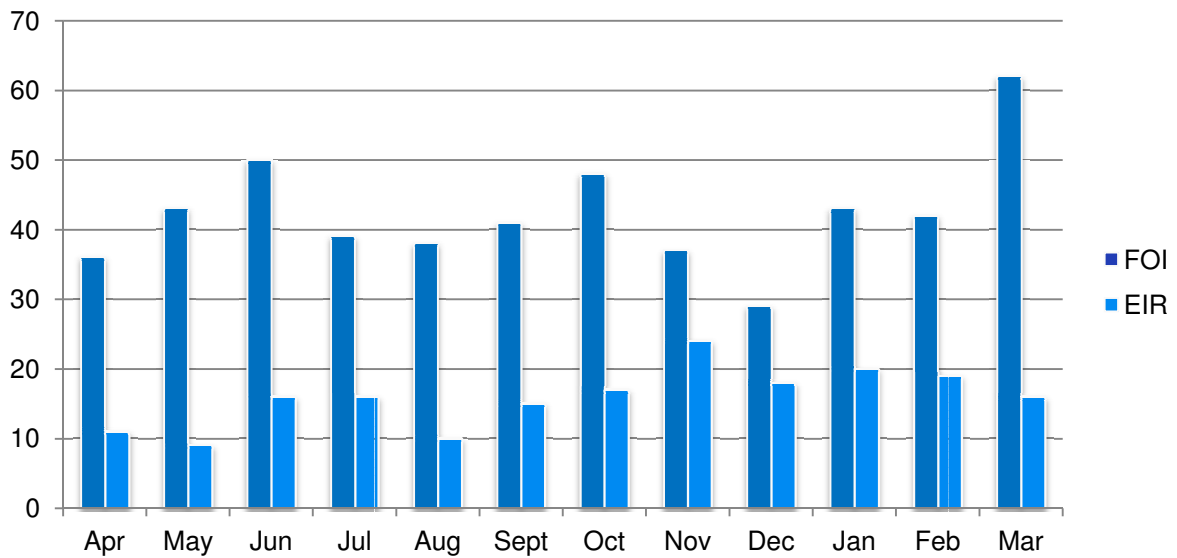
Department/Section	1 st April 2015– 31 st March 2016			
	No. of Requests	FOI Requests	DPA Requests	EIR Requests
Growth				
Chief Executive & Partnership Team	15	11	4	0
Economic Development	7	6	1	0
Housing Strategy	11	10	1	0
Planning	147	33	4	110
Environmental Health	215	93	6	116
Legal	30	25	5	0
Governance	18	14	4	0
Directorate Total	443	192	25	226
Operations				
Finance	49	46	3	0
Revenues and Benefits	80	64	16	0
Streetscene	32	26	5	1
Community Safety	16	9	7	0
Property & Estates	51	46	5	0
Shared Procurement	6	6	0	0
Housing	80	63	17	0
BCN	175	3	0	172
Directorate Total	489	263	53	173
Transformation				
Customer Service & Improvement	130	125	5	0
ICT	37	35	2	0
Leisure	25	21	4	0
HR & Payroll	32	28	4	0
Contact centres	10	4	6	0
Directorate Total	234	213	21	0
Totals	1166	668	99	399

N.B - Some requests relate to more than one departmental area. The number given is for the total number of requests received per department and takes into account that a request may be sent to multiple departments.

Table B: FOI and EIR Requests 2015/16 by month

Month	FOI	EIR
Apr	36	11
May	43	9
Jun	50	16
Jul	39	16
Aug	38	10
Sept	41	15
Oct	48	17
Nov	37	24
Dec	29	18
Jan	43	20
Feb	42	19
Mar	62	16
Total	508	191

FOI and EIR Requests 2015/16 by month



Bolsover District Council

Executive

13th June 2016

**Customer Service Standards and CCC Report 1st October 2015 to 31st March 2016
and Annual Summary 2015/16**

**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 for the period 1st October 2015 to 31st March 2016.
- 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 October 2015 to 31st March 2016.
- To provide an Annual Summary on the above.

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 October 2015 and 31st March 2016 by quarterly period. The report identifies 93% (93% achieved for Q3 and 94% for Q4) 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 3

- Planning 89%
- Economic Growth 84%
- Legal and Governance 89%
- Property & Estates 88%
- Housing 90%
- Housing Depot 88%

Economic Growth had a dip in performance during quarter 3 when a technical fault removed the 'hunt' group setting, however, performance rose to 98% in quarter 4 after it was reset.

Quarter 4

- Planning 89%
- Property & Estates 87%
- Customer Service (& Improvement) 84%
- Leisure 88%

Customer Service (& Improvement) experienced a dip in performance and are looking at putting arrangements into place to avoid this happening again.

Cumulatively, corporate performance over the year is 94%, which exceeds the target.

Contact Centres

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

Contact Centres achieved 69% and 65% for quarters 3 & 4 respectively (67% cumulatively).

Cumulatively, this brings Contact Centre performance over the year to 56%, which does not meet the target. Whilst demands on the service have had an impact on performance, there is a clear improvement in the performance over the year.

Revenues & Benefits

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

Revenues & Benefits 'direct dial' achieved 77% and 74% for quarters 3 & 4 respectively (75% cumulatively).

Cumulatively, Revenues & Benefits 'direct dial' performance over the year is 74%, which exceeds their target.

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 October 2015 to 31st March 2016:

- 4,509 email enquiries (1,852 in Q3 and 2,657 in Q4) from the public were received through enquiries@bolsover.gov.uk
- All were acknowledged within one working day
- 99% were replied to in full within 8 working days

A significant increase in this form of communication in the last quarter has impacted on Contact Centre's ability to meet this target (by 1%). This electronic form of communication is an increasingly popular method of contact with the Council.

Cumulatively, performance over the year is 100%, which meets the target.

Face to face monitoring

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

Waiting times were monitored during week commencing 25th January 2016. During the week 1,293 customers called into the Contact Centres 1,281 of which (99%) waited less than 20 minutes to be served. This meets the target for this period, but exceeds the target (by achieving 100%) when viewed cumulatively over the year.

Compliments, Comments and Complaints

Compliments

Appendix 3 (A) shows the number of written compliments received for the period by department. In total 188 written compliments were received and represents a huge increase of recorded compliments (by way of comparison, we received 110 for the same period 2014/15). A good cross section of compliments was received from customers appreciating excellent service, including 92 for the Leisure Department (the greater part of these compliments were for the Festival of Brass which was held and live streamed worldwide, however the compliments did cover all of the services the Leisure Department provides including the very popular Sports Awards). 26 compliments were received for Streetscene Services, 20 for the Revenues and Benefits Section and 18 for the Housing 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. Six comments were received by the Leader of the Council regarding the treatment of homeless people with pets. These appear to originate from a petition which is being circulated on Facebook and, as they raised a valid issue, were answered using information provided by the Housing Department.

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. 66 complaints were received during this period, all of which were responded to within our customer service standard of 15 working days.

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 24 stage three complaints were received, all of which were responded to within the standard of 20 working days.

Ombudsman

Appendix 3 (F) shows the status of Ombudsman complaints for 2015/16 as at 4th May 2016. During this period, the Ombudsman (Local Government) made one decision, which was one of

‘Maladministration and injustice’. This was because this Council caused a delay in carrying out some work to a piece of land which is in joint ownership.

Performance

Cumulatively, 99% of Formal Investigation complaints were responded to within 15 working days to date for the financial year 2015/16. It is pleasing to report that this exceeds the target of 95%.

Summary for 2015/16

The following tables provide a summary of performance for compliments, comments and complaints for 2015/16.

Volume and Performance

Volume by type	Q1	Q2	Q3	Q4	2015/16 Total	2014/15 Total	2013/14 Total	2012/13 Total
Compliments	64	72	145	43	324	167	135	127
Comments	10	15	4	21	50	48	46	56
Formal Investigation Complaints (S2)	31	30	30	36	127	121	140	164
Internal Review Complaints (S3)	3	12	13	11	39	20	25	35
Total	108	129	192	111	540	356	346	382
Stage 1 Complaints	65	58	34	116	273	310	211	143
% Comments acknowledged within standard (target 3 working days)	100%	100%	100%	100%	100%	100%	This data was not collated pre 2014	
% Stage 2 responded to within standard (target 95%)	94%	100%	100%	100%	99%	96%	100%	100%
Average response in days (target 15 working days)	10	9	10	10	10	12	14	15
% Stage 3 responded to within standard (target 100%)	100%	100%	100%	100%	100%	100%	92%	100%
Average response in days	18	14	13	14	14	16	15	15

When comparing 2015/16 to the previous year of 2014/15, the following is noted:

- There has been a significant increase in written compliments
- We have received a similar number of comments
- We have received slightly fewer frontline resolution complaints
- Received slightly more formal investigation complaints
- Received more internal review complaints

The above would appear to indicate that the Council has an easy to access complaints system, as recommended by the Local Government Ombudsman.

Customer Feedback

No trends have been identified, however two complaints resulted in the amendment of Customer Information Scripts (CIS) as follows:

- Although a kitchen light repair was done very swiftly and in line with timescales in the Council's policy, an extra question is now asked of tenants to pass to the Housing Department to ascertain if they are vulnerable and therefore require a quicker response
- Reports of missed bins are now accepted prior to 4.00 p.m. on the day of collection (previously customers were asked to wait until after this time to report a missed bin).

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 notes 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	Annual Summary of Customer Service Standards performance by quarterly period 1/4/15 – 31/3/16
Appendix 2	Telephony performance by quarterly period 1/10/15 – 31/3/16
Appendix 3:	Compliments, Comments and Complaints information
A:	Compliments by department 1/10/15 – 31/3/16
B:	Comments by department 1/10/15 – 31/3/16
C:	Frontline resolution complaints by department 1/10/15 – 31/3/16
D:	Formal Investigation complaints by department 1/10/15 – 31/3/16
E:	Internal Review complaints by department 1/10/15 – 31/3/16

F:	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		Ext: 2343
Customer Standards and Complaints Officer		Ext: 2353

Customer Service Standards 2015/16 Annual Summary

Appendix 1

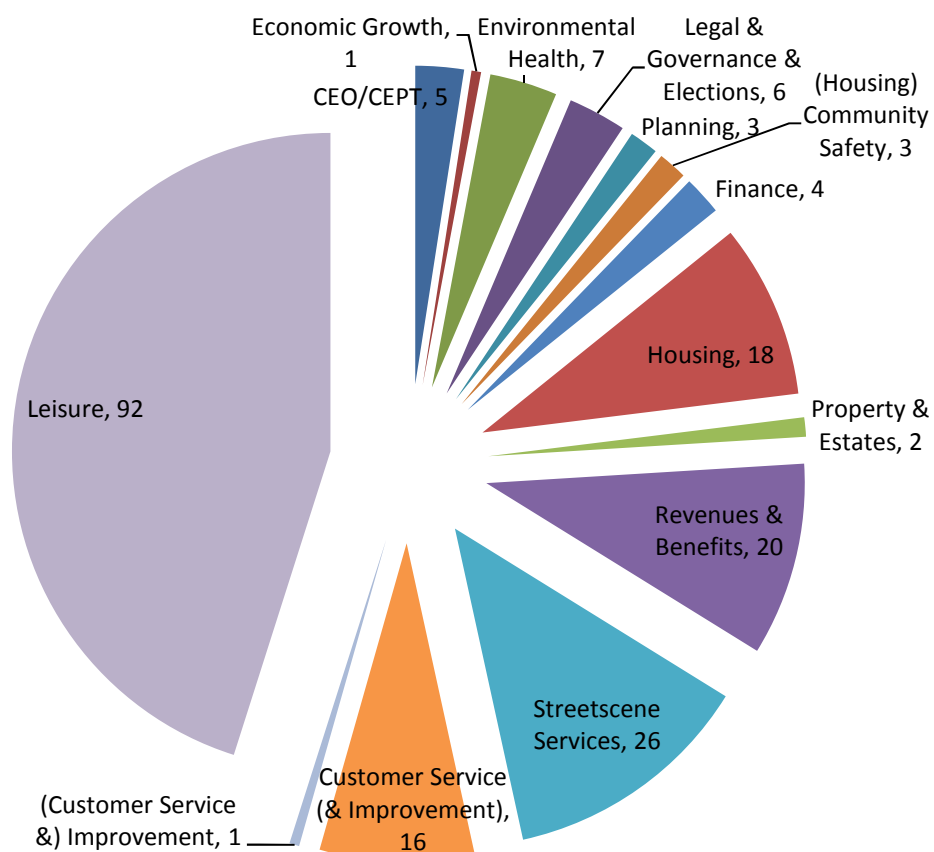
Period	Telephone Standards						E-mail Standards			Face to Face Standards		Written Complaints	
	No. of Incoming Calls	% of Calls Answered within 20 Seconds	No. of Incoming Calls - Contact Centres	% of Calls Answered within 20 Seconds - Contact Centres	No. of Incoming Calls - Revenues	% of Calls Answered within 20 Seconds - Revenues	No. of Emails	% Acknowledged within 1 Working Day	% Replied to within 8 Working Days	No. of Customers (Sample)	% Served at the Enquiry Desk in less than 20 minutes	No. of Complaints Received ()	% Responded to within 15 Working Days
Target		93%		80%		60%		100%	100%		99%		95%
April to June	12,038	94%	14,475	46%	14,402	70%	2,281	100%	100%	No monitoring undertaken	No monitoring undertaken	31	94%
Quarter 1 Cumulative	12,038	94%	14,475	46%	14,402	70%	2,281	100%	100%			31	94%
July to September	18,839	93%	14,811	44%	12,376	73%	2,079	100%	100%	1,260	100%	30	100%
Quarter 2 Cumulative	30,877	94%	29,286	45%	26,778	72%	4,360	100%	100%	1,260	100%	61	97%
October to December	18,599	93%	16,156	69%	11,198	77%	1,852	100%	100%	No monitoring undertaken	No monitoring undertaken	30	100%
Quarter 3 Cumulative	49,476	93%	45,442	53%	37,976	71%	6,212	100%	100%			91	98%
January to March	16,788	94%	20,946	65%	13,533	74%	2,657	100%	99%	1,293	99%	36	100%
Quarter 4 Cumulative	66,264	94%	66,388	56%	51,509	74%	8,869	100%	100%	2,553	100%	127	99%

Appendix 2 - Telephony Figures 1/10/15 – 31/3/16

Dept	Q3			Q4		
	Total	Total in standard	%age	Total	Total in standard	%age
Growth Directorate						
CEO/CEPT	655	654	100%	538	533	99%
Planning	1836	1636	89%	1296	1158	89%
Economic Growth	186	156	84%	166	163	98%
Legal & Governance	732	649	89%	589	531	90%
Legal & Governance - Elections	568	567	100%	171	168	98%
	3977	3662	92%	2760	2553	93%
Operations Directorate						
Revenue & Benefits	1889	1820	96%	1293	1248	97%
Property & Estates	1232	1087	88%	939	814	87%
Financial Services	768	767	100%	493	490	99%
Housing	3614	3251	90%	3075	2898	94%
Housing Depot	1819	1604	88%	4110	3872	94%
Streetscene Services	2493	2337	94%	2004	1909	95%
	11815	10866	92%	11914	11231	94%
Transformation Directorate						
Customer Service (& Improvement)	622	618	99%	184	155	84%
Leisure	954	917	96%	1246	1101	88%
HR & Payroll	857	852	99%	482	467	97%
(Customer Service) & Improvement	374	370	99%	202	200	99%
	2807	2757	98%	2114	1923	91%
Total	18599	17285	93%	16788	15707	94%
Contact Centres Target 80%						
Contact Centres	16156	11097	69%	20946	13672	65%
Revenues & Benefits Target 60%						
Benefits	4589	3752	82%	5535	4510	81%
Billing	3633	2833	78%	4762	3323	70%
Business Rates	266	239	90%	363	319	88%
Recovery	2710	1752	65%	2873	1814	63%
Total	11198	8576	77%	13533	9966	74%
	Total	Answered	Abandon %age	Total	Answered	Abandon %age
Contact Centres Abandoned	16485	16156	2%	21469	20946	2%
Revenues & Benefits Abandoned	11776	11198	5%	14401	13533	6%
Benefits	4717	4589	3%	5665	5535	2%
Billing	3876	3633	6%	5282	4762	10%
Business Rates	278	266	4%	381	363	5%
Recovery	2905	2710	7%	3073	2873	6%
Total in standard includes all incoming calls between Monday to Friday 9.00 a.m. until 17.00 p.m.: Answered on the original extension within 20 seconds Transferred to another extension on divert within 20 seconds Picked up by a group pick up within 20 seconds Which ring off within 20 seconds						
Does not meet target						

Appendix 3

A- Compliments 1/10/15 – 31/3/16		Number	Percentage of all compliments received
Growth	CEO/CEPT	5	2.5%
	Economic Growth	1	0.5%
	Environmental Health	7	3.4%
	Legal & Governance & Elections	6	2.9%
	Planning	3	1.5%
		22	10.8%
Operations	(Housing) Community Safety	3	1.5%
	Finance	4	2.0%
	Housing	18	8.8%
	Property & Estates	2	1.0%
	Revenues & Benefits	20	9.8%
	Streetscene Services	26	12.7%
		73	35.8%
Transformation	Customer Service (& Improvement)	16	7.8%
	(Customer Service &) Improvement	1	0.5%
	HR & Payroll		
	ICT		
	Leisure	92	45.1%
			53.4%
Total		204	100%

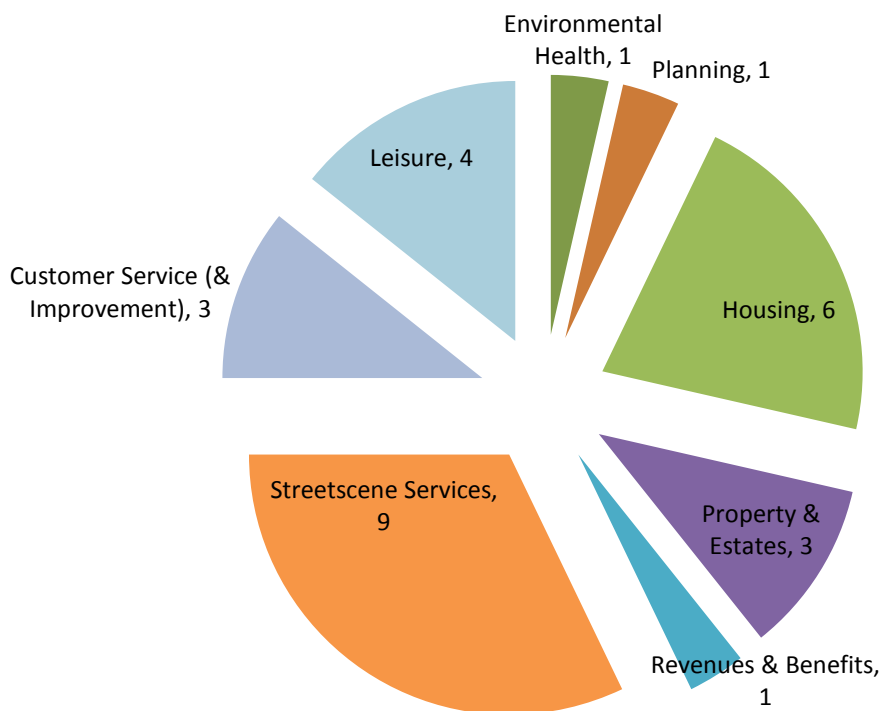


Compliments 1/10/16 – 31/3/16 by department

Compliments included:

50+ compliments via Facebook praising the Arts Development Officer for the very successful Festival of Brass which was held and live streamed worldwide. The success of the event has already secured funding to hold the event again next year	Leisure
A big thank you to the guys that empty the bins, the customer is colour blind and filled the general rubbish bin with recycleable items and was concerned they would not empty it. When the operatives came the customer explained and after checking the bin held recycled items, emptied it. Really appreciated their help	Streetscene Services
Thanks to the Billing and Recovery Officer for the help with the issue of my deceased father's estate, it's really good news and you have made my mother a happy lady today. It is very much appreciated	Revenues & Benefits
Hello, I thought I'd drop a quick line to say how impressed I was just now with the speed of answer and the service I've received when calling Bolsover District Council. To begin with I spoke to a Customer Advisor and then to the Billing and Recovery Officer who was equally pleasant and efficient. Thank you and well done to whoever manages the teams and does training for customer service	Revenues & Benefits Customer Service (& Improvement)
Thank you so much for the information about Welfare Adaptations. My parents absolutely love their new bungalow and the street. They were both so happy with how helpful you were it was much appreciated	Housing
Regarding my recent ERDF grant application, I wanted to say a big thank you for all the stuff that you have been sending me through and wish you a very Merry Christmas and Happy New Year - thank you so much for everything	Economic Growth
Would like to thank the Rangers who called out last night to a leaky radiator, they came at 10.30 p.m. and were very polite, took off their shoes and were quiet because the children were in bed. Cannot thank them enough!	Community Safety
I would like to take this opportunity to thank you & your fellow colleagues at Bolsover District Council and Derbyshire County Council for your help in dealing with the problem about a business using public land to park cars for sale, after noticing on numerous occasions that not only pedestrians, but bus drivers & vehicle drivers using the area, were having difficulty	Planning Environmental Health
A big thank you to the Senior Accountancy Assistant who helped Pinxton Parish Council's clerk with information to set their parish precept	Finance
I want to say a BIG THANK YOU to everyone concerned for the new entry doors on Pattison Street. The workmen involved particularly the electricians were so polite and respectful. It looks wonderful as you enter Pattison Street and the security aspect is also a winner. I know you must all get tired of complaints and demands etc so I thought it works both ways to give credit when it's deserved.	Housing Property & Estates
Excellent Sports Award evening. Proud to be part of it. Great to recognise the sporting commitment from the community. Well done to all involved in organising the evening	Leisure
A fantastically positive and inspirational (Shirebrook Forward) meeting, you did the District Council proud, thank you and well done	CEPT

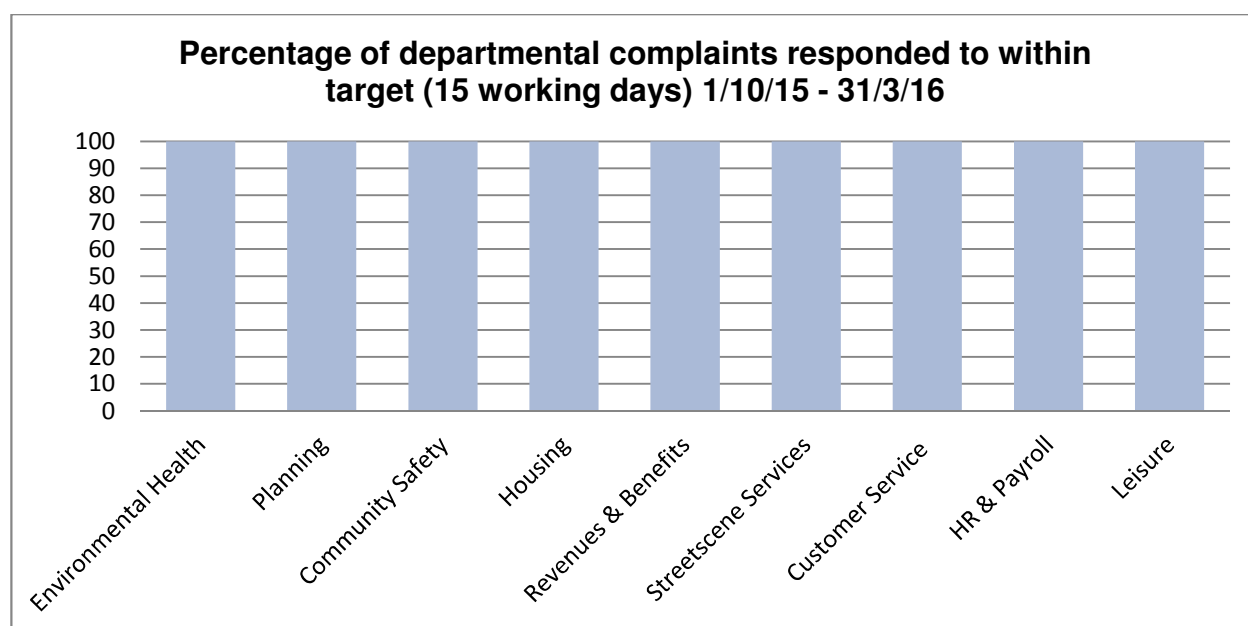
B - Comments 1/10/15 – 31/3/16		Number	Percentage of all comments received
Growth	CEO/CEPT		
	Economic Growth		
	Environmental Health	1	3.6%
	Legal & Governance		
	(Legal & Governance) Elections		
	Planning	1	3.6%
		2	7.2%
Operations	(Housing) Community Safety		
	Finance		
	Housing	6	21.4%
	Property & Estates	3	10.7%
	Revenues & Benefits	1	3.6%
	Streetscene Services	9	32.1%
		19	67.8%
Transformation	Customer Service (& Improvement)	3	10.7%
	(Customer Service &) Improvement		
	HR & Payroll		
	ICT		
	Leisure	4	14.3%
		7	25.0%
Total		28	100%



Comments 1/10/16 – 31/3/16 by department

C – Number of Frontline Resolution (Stage 1) complaints via Contact Centre Customer Information System (Firmstep) 1/10/15 – 31/3/16		Number	Percentage within timescale of 3 working days
Growth	Environmental Health	1	0%
Operations	Housing (Other)	2	50%
	Housing (Repairs)	30	60%
	Property & Estates	1	100%
	(Streetscene Services) Refuse	106	61%
	(Streetscene Services) Grounds Maintenance	7	71%
Transformation	Customer Service (Contact Centres)	4	100%
Total		151	62%

D – Number of Formal Investigation (Stage 2) complaints 1/10/15 – 31/3/16		Number	Within timescale of 15 working days	Out of timescale
Growth	CEO/CEPT			
	Economic Growth			
	Environmental Health	7	7	
	Legal & Governance			
	(Legal & Governance) Elections			
	Planning	9	9	
		16	16	
Operations	Community Safety	1	1	
	Finance			
	Housing	23	23	
	Property & Estates			
	Revenues & Benefits	17	17	
	Streetscene Services	14	14	
		55	55	
Transformation	Customer Service (& Improvement)	6	6	
	(Customer Service &) Improvement			
	HR & Payroll	1	1	
	ICT			
	Leisure	1	1	
		8	8	
Total		79	79	



E – Number of Internal Review (S3) complaints 1/10/15 – 31/3/16		Number	Within timescale of 20 working days	Out of timescale
Growth	CEO/CEPT			
	Economic Growth			
	Environmental Health	2	2	
	Legal, Governance & Elections	1	1	
	Planning	2	2	
		5	5	
Operations	Community Safety			
	Finance			
	Housing	10	10	
	Property & Estates	2	2	
	Revenues & Benefits	7	7	
	Streetscene Services	1	1	
		20	20	
Transformation	Customer Service (& Improvement)	2	2	
	(Customer Service &) Improvement	1	1	
	HR & Payroll			
	ICT			
	Leisure	1	1	
		4	4	
Total		29	29	

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	04/08/2015	Not upheld: no maladministration
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
27/01/16	(*LGO) Feels that the Council has not taken action quickly enough in relation to maintenance of a jointly owned leisure space	Leisure	07/04/2016	Upheld: maladministration and injustice
21/03/16	(*LGO) Wants compensation for loss of revenue caused by tenant Assessment Stage	Revenues & Benefits		

*LGO – Local Government Ombudsman

**HO – Housing Ombudsman

Bolsover District Council

Executive

13 June 2016

<p>Contract for the responsive replacement of external doors</p>

Report of the Portfolio Holder for Housing and IT

Purpose of the Report

- To seek approval to use Nationwide Ltd to install external entrance doors on an ad hoc basis utilising the EEM framework to Council Owned domestic properties for Bolsover District Council

1 Report Details

- 1.1 The current contract to supply and fit composite doors for council properties expired in March 2016. A new contract is required for the Installation of composite external entrance doors for the Housing Repairs Section on an ad hoc basis in accordance with current procurement guidelines. As the vast majority of properties have now have composite doors, this new contract will mainly for the supply of replacement for existing doors.
- 1.2 This contract does not extend to timber doors not for situations where situations where specialist communal door systems are required. In these cases specialist contractors will be used.
- 1.3 It was identified that EEM had a framework in place with the same contractor that carried out the external door replacement programme and could install the same type of composite doors to the same specification and at a better rate.
- 1.4 The indicative spend will be approximately £10k per year but as the demand is now for replacement doors this is difficult to predict. However, this is contained within existing budgets.
- 1.5 The current EEM framework runs until October 2107, and EEM plan to run another tender on expiry. Given the relatively low value of work, and that the framework is to be set up following a competitive process, it is proposed to give the JAD Community Safety and Head of Housing the delegated power to determine if the Council should continue to procure doors through the EEM framework after 2017. For avoidance of doubt, this power applies to the 2017 renewal only, and is not granted in perpetuity.

2 Conclusions and Reasons for Recommendation

- 2.1 It is recommended that Nationwide Ltd are used to install external composite doors as and when required by the Housing Repairs section utilising the existing framework with EEM,

3 Consultation and Equality Impact

- 3.1 Not directly.

4 Alternative Options and Reasons for Rejection

To carry out a full tender. Rejected as this would not be cost effective due to the minimal amount of work anticipated

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

Using the EEM framework will ensure we meet our legal obligations for procurement

5.3 Human Resources Implications

None directly

6 Recommendations

- 6.1 That members agree to the Housing Repairs section using Nationwide Ltd for the supply of composite doors.
- 6.2 That progress on this contract is reported through the Housing Stock Management Group
- 6.3 That the JAD Community Safety and Head of Housing is given the delegated power to extend this beyond October 2017 using the new framework established by EEM.

7 Decision Information

Is the decision a Key Decision? (A Key Decision is one which results in income or expenditure to	Yes
--	-----

the Council of £50,000 or more or which has a significant impact on two or more District wards)	
District Wards Affected	All Wards
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
Mark Dungworth	Ex 3037

Report Reference –

Bolsover District Council

Executive

13th June 2016

Arrears – Irrecoverable Items over £2500

Report of the Joint Executive Director Operations

This report is public

Purpose of the Report

- Executive is requested to approve the write off of the under-mentioned irrecoverable items including costs amounting to £22,553.63 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	
2	Council Tax	£5,608.56
1	Business Rates	£7,337.01
	Total	£12,945.57

No Trace		
No of Accounts	Type of Account	
2	Council Tax	£9,608.06
	Total	£9,608.06

1.2 The above schedules are recommending the write off of these outstanding debts. Where the debtor is bankrupt / in liquidation there is no realistic prospect of recovery. Where debtors leave properties without forwarding addresses extensive efforts are made to trace them. In addition to departmental checks, statutory undertakers and other agencies are contacted, enquiries are made of neighbours

and family members, where known. Where it is known that a person has moved to another area, contact is made with the relevant local authority to alert them and request reciprocal information.

2 Conclusions and Reasons for Recommendation

- 2.1 The report seeks agreement to writing off of outstanding debts in respect of persons who are bankrupt / in liquidation or cannot be traced. 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 £22,553.63 with the proviso that should any of the debts become collectable the amounts be re-debited.

7 Decision Information

Is the decision a Key Decision? (A Key Decision is one which results in income or expenditure to the Council of £50,000 or more or which has a significant impact on	No
--	----

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

COUNCIL TAX: AMOUNTS FOR WRITE OOF - BANKRUPTCY

	<u>Account</u> <u>Reference</u>	<u>Lead Liable Name</u>	<u>Address</u>	<u>Account</u> <u>Balance</u>	<u>Liabe</u> <u>From</u>	<u>Liabe</u> <u>To</u>	<u>Bill</u> <u>Balance</u>
1	90128032X	SPAUGHTON,MS KATY	44 SPRINGFIELD AVENUE SHIREBROOK NG20 8LG	£ 2,808.68	01/04/2009 01/04/2010 01/04/2013 01/04/2014 01/04/2015	01/04/2010 01/04/2011 01/04/2014 01/04/2015 28/09/2015	£ 793.28 £ 1,060.72 £ 487.40 £ 352.73 £ 114.55
2	901410990	DAWSON,MR JONATHAN ANTHONY	123 SOUGH ROAD SOUTH NORMANTON DE55 2LE	£ 2,799.88	01/04/2012 01/04/2013 01/04/2014 01/04/2015	01/04/2013 01/04/2014 01/04/2015 01/04/2016	£ 528.00 £ 885.52 £ 792.70 £ 593.66
				<u>£ 5,608.56</u>			

BUSINESS RATES: AMOUNTS FOR WRITE OFF: LIQUIDATION

	<u>Account Reference</u>	<u>Lead Liabile Name</u>	<u>Address</u>	<u>Account Balance</u>	<u>Liabile From</u>	<u>Liabile To</u>	<u>Bill Balance</u>
1	800187341	MD OAK LTD	ROYAL OAK INN HIGH STREET BARLBOROUGH	£ 7,337.01	09/02/2015 01/04/2015	01/04/2015 22/07/2015	£ 1,735.46 £ 5,601.55
				<u>£ 7,337.01</u>			

COUNCIL TAX: AMOUNTS FOR WRITE OFF - NO TRACE

	<u>Account Reference</u>	<u>Lead Liable Name</u>	<u>Address</u>	<u>Account Balance</u>	<u>Liable From</u>	<u>Liable To</u>	<u>Bill Balance</u>
1	901317760	MURPHY,MS KAREN T	38 NESBIT STREET HILLSTOWN S44 6LW	£4,434.03	01/04/2010 01/04/2011 01/04/2012 01/04/2013 01/04/2014	01/04/2011 01/04/2012 01/04/2013 01/04/2014 01/08/2014	£ 647.20 £1,152.72 £1,113.85 £1,106.69 £ 413.57
2	901408422	GREATOREX,MR PETER	42 HADDON STREET TIBSHELF DE55 5QA	£5,174.03	01/04/2009 01/04/2010 05/08/2007 01/04/2008 01/04/2011 01/04/2012 01/04/2013 01/04/2014	01/04/2010 01/04/2011 01/04/2008 01/04/2009 01/04/2012 01/04/2013 01/04/2014 18/09/2014	£ 154.02 £ 792.34 £ 522.01 £ 756.76 £ 792.21 £ 882.66 £ 842.94 £ 431.09
				<u>£9,608.06</u>			

Bolsover District Council

Executive

June 2016

Joint Fly Tipping Policy – May 2016

Report of Environmental Health Manager
Councillor B Murray-Carr, Cabinet Member for Health and Wellbeing

This report is public.

1. Purpose of the report

- 1.1. To recommend for approval a new Joint Fly Tipping Policy 2016 to set standards of service delivery to deal with fly tipping throughout the district of Bolsover District (and North East Derbyshire District) Councils.

2. Report Details

- 2.1. This policy has been developed to deal with the levels of fly tipping in the District. Fly tipping is the illegal dumping of waste and is a crime. All types of waste are deposited including household waste, fridges, furniture and builders waste.
- 2.2. The Council has a responsibility to clear fly tipped material on public land and take enforcement action against persons found to be responsible for fly tipping (both on private and publically owned land) However, there is a perception that the Council is responsible for clearing all types of fly tipped waste from any open land even if the land is privately owned.
- 2.3. This Policy gives clear understanding to customers, Councillors and employees on the Council's responsibilities and what actions it will take in dealing with fly tipped waste on both public and private land.
- 2.4. It has been developed from an existing Policy in place at Bolsover District Council which the Joint Environmental Health service has been following. There is currently no such Policy in place at North East Derbyshire so in order to address recent concerns regarding fly tipping actions this joint policy has been developed.
- 2.5. The joint policy meets a service plan target for environmental health and has been developed in conjunction with Street Scene managers, other interested stakeholders and Elected Members and it has regard to relevant Corporate and departmental enforcement policies.
- 2.6. The policy provides guidance on the following:
- Types of Offences
 - Land Types
 - Service Standards

- Duties and responsibilities of other agencies such as the Environment Agency
- Indicative Costs of Waste Removal

2.7. When preparing the Joint Fly Tipping Policy the following information was considered:

- Council's Corporate Plan 2015-19
- Comments from Healthy, Safe, Clean and Green Communities Scrutiny Committee
- Comments from Strategic Alliance Management Team
- Responses from the public, Parish Councils and customer satisfaction surveys
- Regional and national best practice
- Government Guidance.

3. Consultation and Equality Impact

3.1. The Joint Fly Tipping Policy has been developed in conjunction with Street Scene Managers, other interested service managers and corporate working groups. It was considered by the Healthy, Safe, Clean and Green Communities Scrutiny Committee, Strategic Alliance Management Team and Cabinet Member for Health and Wellbeing. All responses have been considered and included in the final document where appropriate.

3.2. An Equality Impact Assessment has been completed on the Joint Fly Tipping Policy.

3.3. The Policy sets out the approach that the Council will take to deal with fly tipping in line with the Council's Equality Scheme.

4. Alternative Options and Reasons for Rejection

4.1. The Council is not required to have in place a Joint Fly Tipping Policy however, this policy aligns the statutory work and approach for those teams dealing with fly tipping such as the Joint Environmental Health Service and the Street Scene teams at both Councils to ensure that the most effective action possible is being taken to clear and deter fly tipping. The Policy replicates good practice and provides clarity for all.

5. Implications

5.1 Finance and Risk Implications

The cost of removing fly tipped material in the District is significant and it is important that the respective Councils and other agencies continue to work in partnership to ensure that enforcement, cleansing and education actions to deal with fly tipping are effectively co-ordinated to deter this illegal act.

The Policy aims to provide a framework to ensure expectations can be managed and effectively delivered where appropriate and in line with our statutory duties.

From time to time the Council will incur cleansing and investigative costs associated with the removal of waste on privately owned land where such waste is deemed by an Officer of the Council to be hazardous or harmful to health or causing a public

nuisance. In such situations extensive enforcement enquiries will have been undertaken to establish land ownership details and to identify those responsible for the deposit of the waste but to no avail. It would harm the reputation of the Council to leave the waste in situ and it would also encourage further deposits at that site.

5.2 **Legal Implications including Data Protection**

None arising from this report.

5.3 **Human Resources Implications**

None arising from this report.

6. **Recommendations**

- 6.1. That Executive approves the Joint Fly Tipping Policy May 2016.
- 6.2. That Executive approves an additional budget of £5,000, to be met from the Transformation Reserve in 2016/17, to clear fly tipped deposits on privately owned land in cases where such waste is deemed by an Officer of the Council to be hazardous or harmful to health or causing a public nuisance. It is proposed that following satisfactory performance and approval by Members, this would be built into base budgets in future years. (see last paragraph of section 5.1 above)

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	Supports the Councils Corporate aims of supporting our communities to be healthier, safer, cleaner and greener (July 2015)

Document Information

Appendix No	Title
Appendix 1	Joint Fly Tipping Policy – May 2016
Background Papers (These are unpublished works which have been relied on to a material extent when preparing the report. They must be listed in the section below. If the report is going to Cabinet (NEDDC) or Executive (BDC) you must provide copies of the background papers)	
None	
Report Author	Contact Number
Sharon Gillott Environmental Health Manager	(01246) 217848

Joint Fly Tipping Policy

May 2016



CONTROL SHEET FOR JOINT FLY TIPPING POLICY

Policy Details	Comments / Confirmation (To be updated as the document progresses)
Policy title	Joint Fly Tipping Policy
Current status – i.e. first draft, version 2 or final version	Final version (Review of BDC Policy - April 2011) May 2016
Policy author	Environmental Health Manager
Location of policy – i.e. L-drive, shared drive	S:Drive/Environmental Health/Strategy and Policy docs
Member route for approval	Strategic Alliance Joint Committee Executive (BDC) Cabinet (NEDDC)
Cabinet Member (if applicable)	Cllr Murray-Carr (BDC) Cllr Gordon (NEDDC)
Equality Impact Assessment approval date	
Partnership involvement (if applicable)	Internal consultation
Final policy approval route i.e. Executive/ Council /Planning Committee	SAMT, Executive (BDC) Cabinet (NEDDC)
Date policy approved	
Date policy due for review (maximum three years)	May 2019
Date policy forwarded to Customer Service and Improvement (to include on Intranet and Internet if applicable to the public)	

Bolsover District Council and North East Derbyshire District Council are committed to equalities as employers and in delivering the services it provides to all sections of the community. Both Councils believe that no person should be treated unfairly and is committed to eliminating all forms of discrimination, advancing equality and fostering good relations between all groups in society.



We speak your language

Polish
Mówimy Twoim językiem

French
Nous parlons votre langue

Spanish
Hablamos su idioma

Slovak
Rozprávame Vaším jazykom

Chinese
我们会说你的语言

If you require this publication
in **large print**
or another format please call
Bolsover District Council on
01246 242424 or
North East Derbyshire District
Council on **01246 231111**

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1. Introduction

- 1.1 Fly-tipping is the illegal dumping of waste and is a crime. All kinds of waste are fly-tipped, the most common being household waste. Other wastes that are fly-tipped include appliances like fridges and washing machines, waste from building and demolition work, animal carcasses, vehicle parts and tyres.
- 1.2 Hazardous wastes such as oil, asbestos sheeting and chemicals are also dumped illegally. The types of land most commonly affected by fly-tipping include land near to public waste tips, roadsides and private land, particularly on the outskirts of urban areas, in back alleys and on derelict land.
- 1.3 The Government has introduced a range of measures aimed at tackling fly-tipping, including the Clean Neighbourhoods and Environment Act 2005 and the Anti Social Behaviour (Crime and Policing) Act 2014 which gives regulators more powers to tackle fly-tipping and the courts the ability to impose tougher penalties.
- 1.4 Both Councils and the Environment Agency have powers and duties that largely complement each other in contributing towards the protection of the environment and enhancing the quality of life of local communities. Together, the Councils and the Environment Agency will endeavour to ensure that the full range of fly-tipping on public and private land is effectively dealt with by use of appropriate enforcement powers where necessary.

2. Scope

- 2.1 Any public land or highway within the geographical boundaries of Bolsover District Council (BDC) or North East Derbyshire District Council (NEDDC) "The Councils" affected by the illegal deposit of waste. Public land includes roads, pavements, council owned land, parks, recreation areas, car parks and lay-bys which are the responsibility of the respective Council.
- 2.2 Any privately owned land within the geographical boundaries of BDC or NEDDC affected by the illegal deposit of waste. In such cases the responsibility for clearance of such land will be the land owner; however where fly tipped material is deposited on land which is in both public and private ownership, the Councils will collaborate with the land owner to facilitate its effective removal.
- 2.3 This policy will be considered in conjunction with any relevant Corporate and departmental enforcement policies

3. Principles

- 3.1 **This Policy supports the Councils Corporate aims of supporting our communities to be healthier, safer, cleaner and greener (July 2015) and the following priorities which sit under this aim:**

- Ensuring a high standard of environmental maintenance and cleanliness
 - Working with partners to reduce crime and anti social behaviour
 - Developing attractive neighbourhoods
- 3.2 Illegal waste activities, such as fly-tipping, unregistered waste carriers, unauthorised transfer stations, landfill sites and other illegal waste activities are a criminal offence and are anti social, tackling these offences helps people feel safer and secure.
- 3.3 This Policy gives clear understanding to customers, Councillors and employees on the Councils responsibilities and what actions it will take in dealing with fly tipped waste on public and private land.
- 3.4 Fly-tipping reduces the quality and enjoyment of the environment and it can begin a spiral of decline in local environmental quality. It can cause serious pollution of the environment.
- 3.5 Fly-tipping also reduces the quality of life and can be a risk to human health and may harm wildlife and farm animals and can contaminate water courses.
- 3.6 Through raising awareness, education, use of Duty of Care and by ensuring better prevention and detection of fly tipping and other forms of illegal waste dumping, the Councils believe that incidents of fly tipping will reduce and less will need to be spent on clear-ups and enforcement action.

4. Statement

In accordance with any relevant corporate and departmental enforcement policies, the Council will investigate and take appropriate enforcement action, against:

4.1 Types of offences:

- a. Fly-tipping of quantities of waste up to and including a single tipper load of waste deposited at one time (i.e. up to approximately 20m³ in a single deposit
- b. Accumulations of waste from several small-scale fly-tipping incidents
- c. Householders abandoning or dumping waste
- d. Waste management operations that do not have the appropriate planning consent
- e. Waste producers not complying with their Duty of Care
- f. Waste producers who illegally dump or abandon their waste
- g. Unregistered waste carriers and brokers (for example through organised vehicle stop checks)

4.2 Land types:

- a. Illegal dumping and fly-tipping of waste on public land including a road or other public highway.
- b. Illegally dumped or abandoned hazardous wastes on any land other than those which the Environment Agency deals with.
- c. Fly-tipped waste on private land or in watercourses that is giving rise to an adverse effect on the amenity of the neighbourhood or that is impeding the flow of water such as to give rise to an actual or imminent threat of a significant flood risk from an Ordinary Watercourse.
- d. Waste on domestic gardens, which has a detrimental effect on the quality of life of those in the locality.

4.3 Service Standards:

- a. The Councils will ensure adequate collection arrangements for household refuse are in place including well-publicised arrangements for collecting bulky items. In particular, the Council will ensure adequate arrangements are in place for the collection of waste from flats above shops and from houses in multiple-occupancy. (For example, so that the waste is not placed on the street prior to refuse collection day in such a way as to be seen by the public as fly-tipping as this can attract other dumping and make the area look run down and dirty).
- b. Where ownership is known and where fly-tipping on private land has an adverse effect on the environment, the Councils will take steps to ensure that the waste is removed by the occupier or registered land owner and/or appropriate enforcement action is taken and costs recharged wherever possible, in accordance with the Council's enforcement policies.
- c. Where ownership is unknown and land **is** unregistered and there is no occupier or owner to take responsibility; the Councils, after taking all reasonable steps to determine ownership, shall take no action to remove the waste; unless, the waste is deemed by an Officer of the Council to be hazardous or harmful to health or causing a public nuisance. The Councils cannot take responsibility for the clearance of private land throughout the District and must take into account the law of trespass.
- d. The Councils will advise landowners or their representative of suitable measures to deter further fly-tipping and may get involved in the investigation of repeated incidents of fly-tipping to prevent further occurrences – possibly through partnership working with landowners, occupiers of land and the Environment Agency.
- e. In cases where the Councils will take action in accordance with the above paragraphs, they will aim to remove fly-tipped waste as quickly as possible to maintain the cleanliness of the area, discourage further fly-tipping at the same location and prevent waste causing pollution or harm to health. This will generally be within 24 hours for hazardous waste and within 5 working days for other fly tipped waste

- f. The Councils will enter data, regarding incidents of fly tipping and the number of enforcement actions taken, onto the national database as required. (Department for the Environment, Farming and Rural Affairs (DEFRA) *Waste Data Flow Returns*)

4.4 Environment Agency:

- a. The Agency is a national organisation with a regional and local presence. As such it is well placed when tackling illegal waste activities to act across geographical boundaries that may present more of a difficulty for the Council. The Agency has the capability to respond to large scale illegal dumping or other waste crime via its hot-line 0800 555 111 or online at <https://www.gov.uk/report-flytipping> 24/7 and will report non-serious incidents to the Councils on the following working day.
- b. In general, the Agency will focus its resources on investigating and taking appropriate enforcement action against large-scale illegal dumping of waste, organised criminal involvement in waste crime and the dumping of certain special and hazardous wastes.
- c. The Agency regulates much of the waste management industry and major waste producing industries. It maintains a register of waste management activities that are “exempt” from requiring a licence or permit and it issues appropriate licenses, permits or authorisations to a range of waste managers including carriers and brokers of waste and those whose business it is to recycle or dispose of waste. Details of waste transfer licences holders can be found at <https://www.environmental-licenses.co.uk>
- d. The Agency will monitor and inspect waste management activities, including carrying out enforcement action against both breaches of authorisations and illegal activities in line with its published Policies

5. Responsibility for Implementation

- 5.1 **Contact Centres** - Receive and process customer calls, signpost and provide information.
- 5.2 **Street Scene Services** – Remove fly tipping from public land and provide assistance in the wider education, awareness and enforcement arrangements. Also, they undertake removal of waste from an incident of fly tipping which is deposited over an area of land which is in both public and private ownership; and, where possible, look to recover costs from private landowners.
- 5.3 **Joint Environmental Health Service** – Respond to customer calls and enquiries, investigate fly tipping incidents, educate and raise awareness with the general public and businesses, enforce legislative powers and complete Waste Data Flow (Fly Tipping) Returns to DEFRA.
- 5.4 **Planning Services (BDC and NEDDC)** – Investigation and enforcement of respective legislative powers.

6. Review

6.1 It is intended that this policy will be subject to review every three years with additional reviews as and when required to accommodate changes in legislation and local needs. The Councils will seek the views of stakeholders when undertaking such reviews.

7. Glossary of Terms, if applicable

7.1 Main Rivers are watercourses designated as such on main river maps (held by the Environment Agency) and are generally the larger arterial watercourses.

7.2. Private Land – land which is in private ownership and is not owned or the responsibility of the Council

7.3 Waste Data Flow Returns – Statutory monthly returns that the Councils are required to submit to DEFRA on fly tipping incidents and enforcement action taken.

APPENDIX A – Indicative costs of waste removal

The costs of clearing fly tipped waste can vary from site to site depending on the quantity of waste, the type of material and its location etc. A guide on likely Council costs for clearing fly tipped waste is as follows:

Hourly rate for Council vehicle and two workmen including disposal = £ 48.00

Indicative costs for removal of waste quantities (excluding hazardous) is:

Amount	£
Single black bag	12.00
Other single item	12 to 48
Car boot load or less	48 to 96
Small van load	96 to 192
Large van load	144 to 288
Tipper lorry load	192 to 384
Multi/significant	384 to 10,000

Bolsover District Council

Executive
13th June 2016

Bolsover Partnership Funding and Performance Monitoring
April 2015 to March 2016

Report of the Chief Executive's & Partnership Manager

This report is public

1 Purpose of the Report

1.1 The attached report titled 'Bolsover Partnership Funding and Performance Monitoring April 2015 to March 2016':

- Reports on key activities that the Partnership Team has been working on between April 2015 and March 2016
- Highlights 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
- Provides an overview of the Council's Grants to Voluntary Organisations programme and the impact of investment
- Highlights case studies demonstrating the impact of project activity to local people
- Updates progress against actions agreed in the Economic Development and Housing Strategy Action Plan

2 Report Details

2.1 Please see attached report.

3 Conclusions and Reasons for Recommendation

3.1 To ensure that funding is targeted to best effect.

4 Consultation and Equality Impact

4.1 Activities commissioned through the Partnership are consulted upon as part of the commissioning process.

5 Alternative Options and Reasons for Rejection

5.1 None.

6 Implications

None.

7 Finance and Risk Implications

7.1 As detailed in the report.

8 Legal Implications including Data Protection

8.1 None.

9 Human Resources Implications

9.1 None.

10 Recommendations

10.1 That the report be received.

11 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	<ul style="list-style-type: none">• Unlocking our Growth Potential• Supporting our Communities to be Healthier, Safer, Cleaner and Greener

12 Document Information

Appendix No	Title
	Bolsover Partnership Funding and Performance Monitoring April 2015 to March 2016 – Separate Document
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

Bolsover District Council

Executive Committee

13th June 2016

Strategic Risk Register and Partnership Arrangements

This report is public

Report of the Executive Director - Operations

Purpose of the Report

- To update Members concerning the current position regarding Risk Management and Partnership Arrangements and to seek approval for the revised Strategic Risk Register as at 31st March 2016, 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 in the light of a consideration of the strategic and operational risks which have been identified by Elected Members and Officers as part of the Council's risk, service management and quarterly performance arrangements.
- 1.2. 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 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 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 allows a fully informed decision to be made, and

helps 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, whilst ensuring the organisation has a good awareness of its overall risk exposure.

2. The Strategic Risk Register

2.1. The revised Strategic Risk Register as at 31st March 2016 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 to maintain a focus on current risks.
- To revisit risk scores assessments and ensure that appropriate mitigation remains in place.

2.2. In overall terms a key theme 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. This objective needs to be secured against a background of both declining and less certainty concerning financial resources. Allied to the financial position local authorities are faced with significant legislative change impacting upon Housing, Planning, the welfare system, devolution and finance. These developments 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.

2.3. During the recent round of Quarterly Performance meetings two key issues continue to be raised as current concerns. The first concerned the pace of legislative change covered in section 2.2 (above). There continues to be concerns about the extent and nature of the legislation which is coming forward that has a direct impact upon local government. Given the extent of the challenges already facing the sector the pace of legislative change is viewed as a significant element of uncertainty which brings with it inherent risks, whilst requiring significant managerial time to address. Secondly, the issue of the loss of key staff and the difficulties being experienced in finding suitable replacements was a widespread concern expressed by managers. While a limited number of services are experiencing significant problems it is clear that all areas of work are now finding it difficult to attract suitable candidates at a time when we are facing increased staff turnover. This issue already featured within the Strategic Risk Register and is detailed as Item 3 within Appendix 1.

2.4. In order to develop the understanding of risk together with a culture of risk management throughout the organisations a series of training sessions for senior managers which covered the issue of Risk Management have been held in both the summer of 2014 with further training in the Autumn

of 2015. Likewise, as part of the Budget Scrutiny Meeting on 14th September 2015 there was a presentation to Members concerning Risk Management.

Partnership Arrangements.

- 2.5. The Council has recently reviewed its arrangements resulting in Executive agreeing in January 2016 to a revised Risk Management (Including Partnership Working) Strategy. The approach proposed in that document is that a range of strategic partnerships will be reported on and monitored as part of the Council's quarterly report in respect of Risk. These will be complementary to the existing reports prepared by the Partnership Team in respect of the Partnerships it co-ordinates. The Partnership Team provides to Executive twice on year a Partnership Funding and Performance Monitoring report which sets out the range of partnerships it works directly with. While the Partnership Team co-ordinate the Council's work with these external organisations it should be noted that many of these have been assessed as being of relatively limited risk, with officers adopting a 'light touch' approach in developing appropriate working relationships.
- 2.6. While there will invariably be an overlap between the two reports this report will set out what might be termed as the Council's key partnerships. These are as follows:
- The relationship with the North Midlands authorities (Derbyshire and Nottinghamshire) and Sheffield City Region in progressing the economic development and devolution agenda.
 - The strategic alliance with North East Derbyshire District Council which is central to the transformation agenda of delivering services at lower costs whilst enhancing service resilience.
 - Shared Services arrangements with Chesterfield, Derbyshire Dales, North East Derbyshire and the Chesterfield Royal Hospital which help secure cost effective arrangements in a number of specialist service areas.
 - Arrangements with Derbyshire County Council amongst others to secure aligned services across the public sector in areas such as health and economic development.
 - The Community Safety Team and associated statutory partners including the Police.

Although the Partnerships outlined above are very different in terms of scope and working arrangements they all have in place formal governance arrangements between the partners, supported by appropriate internal governance arrangements which cover performance, finance and risk. Appropriate approvals have been agreed through the Council's formal committee arrangements, with partnership issues and developments being considered as is required within this Council's constitution.

3 Conclusions and Reasons for Recommendation

- 3.1 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. The section of Partnerships serves to highlight the extent of these working arrangements, together with the mechanisms which are in place for their successful management.

Reasons for Recommendation.

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

4 Consultation and Equality Impact

Consultation

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

Equalities

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

5 Alternative Options and Reasons for Rejection

- 5.1 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 and partnerships. Given that this report is part of the approach to help ensure the effective management of risk / partnerships there is not an alternative to the presentation of this report.

6 Implications

6.1 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.

6.2 Legal Implications including Data Protection

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

6.3 Human Resources Implications

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

7 Recommendations

- 7.1 That Executive approves the Strategic Risk Register as at 31st March 2016 as set out in Appendix 1.

8 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	Robust Governance (including Risk Management) arrangements underpin the effective operation of the Council and its ability to secure all of the Corporate Plan priorities.

9 Document Information

Appendix No	Title
1	Strategic Risk Register as at 31 st March 2016.
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
Executive Director – Operations	2431

STRATEGIC RISK REGISTER SUMMARY AS AT: 31st March 2016

	Risk	Consequences	Risk Score (Likelihood Impact) x	Risk Score (Likelihood Impact) Taking into Account Current Controls x	Risk Owner / Lead Officer
1	Government Legislation / adverse external economic climate has an accelerating impact on Council (poor grant settlement), or upon the local economy, to which Council is unable to adopt an appropriate change of Strategic direction. An increase in policy announcements / legislative changes has been seen following the May 2015 election.	<ul style="list-style-type: none"> Unable to deliver a package of services that meet changing local needs and aspirations. Reduced influence over delivery of local services. 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
	<ul style="list-style-type: none"> The Council is outward looking and actively works to secure details of proposed changes and the approaches that might be adopted to mitigate against these. The Council has effective political and managerial arrangements in place to manage change. Appropriate levels of financial reserves / investment funding are maintained to fund strategic shifts in service delivery. Effective engagement with staff to ensure they embrace necessary change. 				
2	Failure to deliver a balanced budget in line with the MTFP,	<ul style="list-style-type: none"> Impact upon ability to deliver current level of services. 	3,4 12	2,4 8	SAMT / Chief Financial Officer /

	at a time when the Council's reserves are at adequate levels.	<ul style="list-style-type: none"> • Unable to resource acceptable levels of service. • Significant adverse reputational Impact. 			Political Leadership
	<ul style="list-style-type: none"> • The Council has effective financial management in place to ensure budget arrangements are robust. • The recent settlement has indicated challenging but manageable savings targets. A key risk is that under 'localism' there is less certainty about income (NNDR, NHB). • The Council has 'adequate' financial reserves in place to cushion against any loss of income for a period of at least one financial year. 				
3	It becomes 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. 	3,4 12	2,4 8	SAMT / Asst Director HR
	<ul style="list-style-type: none"> • The Council has effective communication and working with staff as validated by securing 'silver' accreditation at IIP. • There is sufficient funding to bring in agency staff where required to maintain service performance. • At this stage the problematic areas are those where there are national 'shortages'. In the majority of areas it has proved possible to recruit appropriate replacement staff. • Appropriate training budgets are in place to ensure that staff receive necessary training to maintain service quality. • The Council will look at introducing appropriate apprenticeship / training schemes in order to develop suitable staff. 				

4	<p>Delivery of the Council's Agenda is dependent upon effective delivery of both a number of major initiatives / projects and implementing a range of new government reforms whilst maintaining service quality, which may overstretch our reduced organisational capacity.</p>	<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. 	3,4 12	2,4 8	SAMT / Chief Executive
	<ul style="list-style-type: none"> • The Council has effective prioritisation and project management arrangements in place to ensure resources are directed at key objectives. • The Council has made efforts to ensure effective use of employees by utilising shared services to protect service resilience, by maintaining appropriate training arrangements and by investing in transformational ICT projects. • The Council has a robust performance management framework that should serve to highlight emerging issues. 				
5	<p>Emergency Planning and Business Continuity arrangements fail to meet required standards when tested by flu pandemic, natural disaster (flood), etc.</p>	<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 to inability to effectively operate services and to safeguard income streams. 	3,4 12	2,4 8	SAMT / Director of Transformation

		<ul style="list-style-type: none"> Business Continuity Plans prove ineffective in practice. 			
	<ul style="list-style-type: none"> The Council works in partnership with a range of partners on its Emergency Planning arrangements to ensure that we operate in line with best practice. There is an annual 'desktop' scenario to test officers understanding of the arrangements and that they are fit for purpose in a realistic 'trial' scenario. All sections have Business Continuity plans in place which identify key risks and mitigation. Corporate IT systems have been tested against Industry standards for Business Continuity. The Council works in partnership with a range of other agencies that should be able to provide support in the event of the Council's own procedures failing to be effective. 				
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	2,4 8	Chief Executive / Political Leadership Team
	<ul style="list-style-type: none"> There are appropriate structured training arrangements in place for both Members and Officers. The Council is an outward looking organisation where both Members and Officers are encouraged to network with peer groups to ensure a developed awareness of the broader environment within which we operate. 				
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	<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

	increasing issue for the Council.				
	<ul style="list-style-type: none"> The Council has appropriate managerial arrangements in place supported by staff recruitment and training to ensure these risks are effectively managed. Performance is formally managed on a quarterly basis to ensure that any emerging issues re service performance are effectively identified and resolved at the earliest possible opportunity. 				
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
	<ul style="list-style-type: none"> The Council has appropriate managerial arrangements in place supported by staff recruitment and training to ensure these risks are effectively managed. The Council has an active Standards and Audit Committee which provide independent review of the Governance arrangements in the Council. The Annual Governance Report sets out an evidence based structured assessment of the operation of the Council's governance arrangements. 				

Bolsover

Executive

13th June 2016

Report of the Chief Executives and Partnership Manager

Bolsover Business Grants Scheme
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This report is public

Purpose of the Report

- To provide an update on the progress of the Bolsover Business Grants Scheme following the launch in January 2016.
- Outline proposed amendments and seek approval to implement within the scheme.

Report Details

1.1 In March 2015 Bolsover District Council Executive took the decision to establish a Bolsover Business Growth Fund (BGF) and allocated £200,000 from Transformation Reserves to pilot a scheme over 24 months for areas ineligible for BNED LEADER funding.

As this funding is for those ineligible areas for LEADER this means businesses in the larger towns of Shirebrook, South Normanton and Bolsover (with the exception of smaller localised areas) are eligible for BGF and can apply for up to 90% support grant between £1,000 to £10,000.

Funding can be used for a variety of projects including:

- Extending and improving premises
- Employing an apprentice (but not core costs)
- Development of the business profile to boost trade
- Business Growth Items
- Business start-up costs

1.2 Following the launch of the scheme in January 2016 the Council has received the following:

- 14 Expressions of interest
 - 2 have been rejected
 - 9 invited to full application

- 2 have submitted their full application
- 1 EOI is awaiting consideration

A broad range of business types are represented and are predominately small to medium enterprises(SMEs) which is expected as 80% of Bolsover businesses are made up from this group.

1.3 The Partnership Team supports the management of this funding and provides the appraisal process on behalf of the Council to contribute to the delivery of the Growth Strategy. The intentions behind this scheme also contribute to the Strategic Aims of the Bolsover Sustainable Community Strategy (SCS) and therefore a representative from the Bolsover Business and Employment Partnership form part of the approval process.

1.4 Administering the initial tranche of applications has demonstrated what works well in the process such as broadening the business understanding and needs by working with Economic Development; the two stage process; the range of support that can be funded and the quick responses businesses receive in response to their EOI applications. However this has also highlighted areas that require strengthening.

1.5 The eligibility for LEADER funding is largely categorised by rural classifications which is determined by DEFRA and is very clear in its application of this due to European Financial Regulations. However the practical application of this has highlighted some areas that are difficult to judge their eligibility and/or impacts the practicality of administering BGF. For example:

- Pleasley Mills which has a small proportion of a building within the LEADER area and the remainder is in BGF.
- The Tangent in Shirebrook although it is within a LEADER area the location is more aligned to the urban town of Shirebrook where the business mix within that would not be suitable for LEADER.

1.6 An urgent decision in respect of the situation due to it being commercially sensitive was required hence the need for a Delegated Decision in respect of the 2 applications:

- Reality3 (Communications) Ltd – Pleasley Mills
- J M Hill Building Services Ltd – The Tangent

2 Conclusions and Reasons for Recommendation

2.1 Executive note the progress to date

2.2 Executive agree some flexibility within the BGF funding which is not restricted to European Financial Regulations to take account for areas which are difficult to judge and/or are counterproductive to the Authority's growth agenda. Particularly in respect of Pleasley Mills and The Tangent, both key economic sites.

2.3 In accordance with the Delegation Scheme, Executive is asked to endorse the decision taken to pay BGF to the 2 companies named in paragraph 1.6.

3 Consultation and Equality Impact

- 3.1 As per the previous paper presented to Executive on 30 March 2015 outlining the consultation with businesses to identify their needs, aspirations and any barriers to their growth. The purpose of this paper is to further support this by incorporating some flexibility within the BGF to support businesses, particularly in strategic sites.

4 Alternative Options and Reasons for Rejection

- 4.1 Continuing with the process as previously agreed in March 2015 would continue to support businesses growth, however due to LEADER's strict criteria this approach is restrictive and counterproductive in some instances to the District Council's Growth agenda.

5 Implications

Local businesses will benefit to ensure the District grows in terms of economic regeneration and attract inward investment by utilising BGF.

5.1 Finance and Risk Implications

None

5.2 Legal Implications including Data Protection

All taken account of in the administrative process of managing the BGF

5.3 Human Resources Implications

None

6 Recommendations

- 6.1 Executive note the update
- 6.2 Executive agrees to relax the LEADER criteria applying to the BGF in both Pleasley and Shirebrook to enable businesses within those areas to apply for BGF funding even if technically within the LEADER area..
- 6.3 Executive retrospectively endorse the 2 applications for BGF affected and awarded to:
- Reality3 (Communications) Ltd – Pleasley Mills
 - J M Hill Building Services Ltd – The Tanager

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	BGF is predominantly available for businesses in wards within Bolsover, Shirebrook and South Normanton. However this report has no direct affect on any specific ward.
Links to Corporate Plan priorities or Policy Framework	Growth

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)	
Previous report to Executive 30 March 2015 outlining the BGF and consultation with businesses (attached)	
Report Author	Contact Number
Jessica Clayton - CEPT	EXT 2302/2334

Report Reference –

Bolsover District Council**Executive****30 March 2015****Pilot Bolsover Business Growth Fund****Report of Cllr Alan Tomlinson Portfolio Member for Regeneration**

This report is public

Purpose of the Report

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

1 Report Details

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

- 1.5 In addition, both LEPs intermittently offer larger grants through the main RGF funding programme, although there is no bidding round currently planned. This funding has a minimum grant to businesses of £1million, with job creation again a key output.
 - 1.6 Further to the LEP funding becoming available, DEFRA announced on 27th February 2015 that the BNED LEADER Approach has been allocated €1.713m for the 2014-2020 programme, which equates to £1.25m using the exchange rate at the time of writing. Of the total allocation, around £1m will be available for grants to local businesses (the NEDDC will utilise the remaining funding to administrate the scheme).
- The larger towns of Shirebrook, South Normanton and Bolsover (with the exception of smaller localised areas) have not been included within the LEADER area boundary as these settlements are classified as urban built-up. To support the assessment of eligibility DEFRA have produced a tool to assess eligibility area therefore each application will be assessed to determine LEADER eligibility.
- 1.7 The Council is aware that approximately 80% of businesses in Bolsover are micro businesses i.e. they employ less than 10 people. Anecdotal feedback on LEP loans and grants is that for the vast majority of businesses the threshold is too high for the size of the business.
 - 1.8 Consideration has been given by the Economic Development Team (EDT) and CEPT how best to deliver the Growth Strategy action plan in areas not eligible for BNED LEADER funding, to ensure full coverage. Both teams have significant experience in the engagement and support to local businesses, including funding scheme management, and are best placed to develop and deliver the proposed Bolsover Business Growth Fund.
 - 1.9 It is felt a Bolsover Business Growth Fund should be piloted for two years in order to assess local demand and the impact such a scheme could make. £200,000 over two years should provide sufficient funding from which to be able to effectively evaluate this impact. The focus of the grant would be businesses in which the Council were confident would achieve growth. Businesses which request funding to address decreases in trade would not be eligible as it is unlikely that the modest investment from funding would enable a long term change to their decline; such businesses would be signposted to business support services to look at how they operate.
 - 1.10 The BNED LEADER approach will provide an application and approval process which can be implemented for a local scheme. It is recommended that the pilot Bolsover Business Growth Fund commences in tandem with BNED LEADER to maximise the impact of publicity and have time to train staff and integrate the new grant operating systems. DEFRA is currently considering whether to develop a simplified application form for small grants and this may be a more appropriate system to adopt than the full form. Although more operational detail will be known upon receipt of the LEADER Operations Handbook, key issues relating to the proposed delivery process are identified in Appendix 1 and 2. As this is to be finalised it is recommended the decision on the operation and staff resource requirements are delegated to the CEO and Leader of the council.

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

2 Conclusions and Reasons for Recommendation

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

3 Consultation and Equality Impact

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

4 Alternative Options and Reasons for Rejection

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

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

5 Implications

5.1 Finance and Risk Implications

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

5.2 Legal Implications including Data Protection

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

5.3 Human Resources Implications

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

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

6 Recommendations

- 6.1.1 That Executive approve the establishment of a pilot Bolsover Business Growth Fund, a grant scheme of £200,000 to be piloted over 24 months for areas ineligible for BNED LEADER funding, to be launched in conjunction with the BNED LEADER Approach
- 6.1.2 That Executive receives regular progress updates regarding the Pilot Fund and a presentation of the project evaluation towards the end of the scheme.
- 6.2 Delegated authority is given to the CEO and Leader of the Council to agree the operational process of the scheme in conjunction with CEPT and EDT.

7 Decision Information

Is the decision a Key Decision? (A Key Decision is one which results in income or expenditure to the Council of £50,000 or more or which has a significant impact on two or more District wards)	Yes
District Wards Affected	Non-BNED LEADER Approach areas
Links to Corporate Plan priorities or Policy Framework	Sustainable Community Strategy Growth Strategy Economic Development and Housing Strategy

8 Document Information

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

Bolsover District Council

Executive

Date of meeting

Housing and Community Safety – Quarterly Update

Report of the Portfolio Holder for Housing and IT

This report is public

Purpose of the Report

- To inform members of performance within Housing and Community Safety. This report should be read in conjunction with the statistical appendix attached.

1 Report Details

- 1.1 Rent Arrears. Throughout the year there has been a significant shift towards people paying rent by Direct Debit. Whilst this is welcome as it reduces the cost of administration it means that rent arrears can be more difficult to monitor. The main issue which arises is an increase in 'technical arrears' during the year as a result of payments arriving slightly later than the due date. This means that it is only possible to see a full picture of the rent arrears position at the year end. The year end figure saw rent arrears at a level of 2.2% of the rent debit. This was against a figure of 2.7% in April 2015. Whilst this timing issue may create some issues with in year monitoring against corporate targets, the service is still in a position to address rent arrears in a timely fashion. While the level during the year was higher than target partly as a result of this 'timing' issue it is pleasing to note that the outturn rent arrears of 2.2.% is in line with agreed targets and given the economic background which is making rents harder to collect this is an excellent outturn position.
- 1.2 New Build. Work at the seven properties at Rogers Avenue is nearing completion, and the handover date should be July 2016. Work on 6 homes on the site of the former Blackwell Hotel is due to start in June 2016.
- 1.3 New Bolsover. The work is currently out to tender, with the tender assessments due to take place at the end of June. Work is due to start on site before the end of Summer.
- 1.4 Wildlife. The department has been contacted by the Derbyshire Wildlife Trust who were concerned about the roofing and insulation work in Clowne disturbing nesting sites for swallows. We have purchased purpose made swift nesting boxes which have been offered to tenants who have had the work carried out. We have commissioned a specialist, as part of the New Bolsover Project, to carry out both swift and bat surveys on the properties at New Bolsover.

- 1.5 Allocations. The revised policy went live on 1 June 2016. At the same time there has been a review of the current waiting list which has reduced numbers from around 1800 applicants to around 750. During the process each applicant has had at least three opportunities to remain on the list (i.e. initial letter, reminder and notification on cancellation). Some applicants have been removed from the waiting list as they do not fit the new requirements, for example people who have not been council tenants for 5 years, and those who have not provided landlord references. Further analysis will be carried out on the applicants who have not reregistered.
- 1.6 Community Safety. 62 Fixed penalty notices have been issued under the PSPO at Shirebrook and 2 issued under the more recent order at Langwith Junction. Feedback from residents in both areas has been positive. It is planned to repeat an ASB survey in Shirebrook during the Summer to ensure the Council remains responsive to local concerns.
- 1.7 Safe and Warm Scheme. This is the project to replace and/or update heating systems. It has been decided to remove the communal heating system that serves 15 bungalows at Mill Lane, and to replace these with modern combination boilers. Tenders are due to be issued shortly for work at Victoria House and Parkfields.
- 1.8 Central Control. New Monitoring equipment has been installed in Central Control. This new equipment offers much more flexibility and options, for example it is now possible to be linked to the system using a mobile phone without the need for specialist equipment. Although DCC have extended the existing contracts for alarm monitoring and support for an additional 12 months, it is likely that this will be the final extension. Officers are currently looking at a marketing plan to increase the number of self funding clients, and at options to include others who are currently funded by DCC.
- 1.9 Housing Group. The member and officer group looking at sheltered housing has met to consider layout options for Valley View and Alder House. Detailed plans are currently being drawn up by architects and will be subject to a future, more detailed, report.
- 1.10 Satisfaction. The latest STAR survey report has been received from BMG research who were commissioned to carry out the survey on behalf of the Council. A summary of the main indicators is shown below and the outcome of the survey indicates that tenants view the housing service as operating to high standards. .

Table 1: Summary of STAR survey indicators 2013-2015 (General needs and Sheltered Tenants) Indicator	2013	2015	Significant difference
Percentage of respondents very or fairly satisfied with the service provided by their social housing provider	81%	83%	Yes
Percentage of respondents very or fairly satisfied with the overall quality of their home	85%	89%	Yes
Percentage of respondents very or fairly satisfied with their neighbourhood as a place to live	88%	90%	Yes
Percentage of respondents very or fairly satisfied that their rent provides value for money	80%	83%	Yes
Percentage of respondents very or fairly satisfied that their service charge provides value for money	78%	81%	Yes

Percentage of respondents very or fairly satisfied with the way their social housing provider deals with repairs and maintenance	76%	79%	Yes
Percentage of respondents very or fairly satisfied that their social housing provider listens to their views and acts upon them	60%	62%	No

In previous years the results of the Survey have been reported to members at Council. Cabinet is requested to determine the most appropriate forum to present the more detailed results of this tenant survey.

2 Conclusions and Reasons for Recommendation

2.1 That members note the contents of this report.

3 Consultation and Equality Impact

3.1 Not directly

4 Alternative Options and Reasons for Rejection

4.1 Not applicable. This is an update report.

5 Implications

5.1 Finance and Risk Implications

Not directly from this report.

5.2 Legal Implications including Data Protection

Not directly

5.3 Human Resources Implications

Not directly.

6 Recommendations

6.1 That Executive note the progress on a wide range of significant projects led by the Housing Service.

6.2 That Executive note the very positive outcome of the recent STAR survey of Tenant satisfaction and agree the best route for the wider Member Group to consider this information .

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	
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

Report Reference –

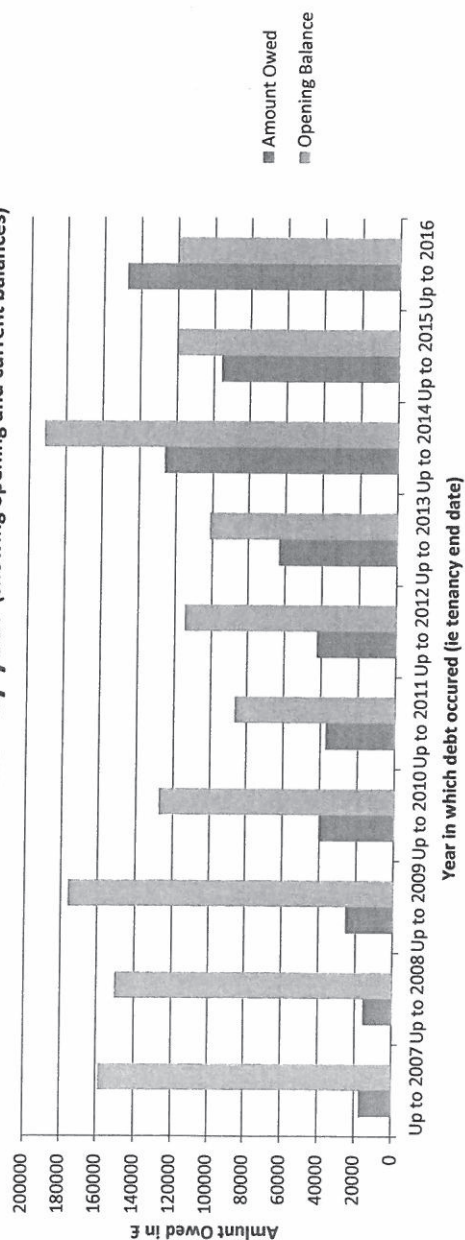
1. FTA Aged Debt Analysis

Year of debt	Up to 2007	Up to 2008	Up to 2009	Up to 2010	Up to 2011	Up to 2012	Up to 2013	Up to 2014	Up to 2015	Up to 2016	TOTAL
Amount Owed	17293.68	15607.41	25418.51	40260.22	37111.49	42,299.89	63343.58	126296	95623.14	147450.6	610704.52
Number	46	23	37	48	75	94	148	192	137	230	1030
Opening Balance	158560.53	150145.2	175973.4	127348.7	86366	114263	101109.65	191325	119520	119520	1344131.48

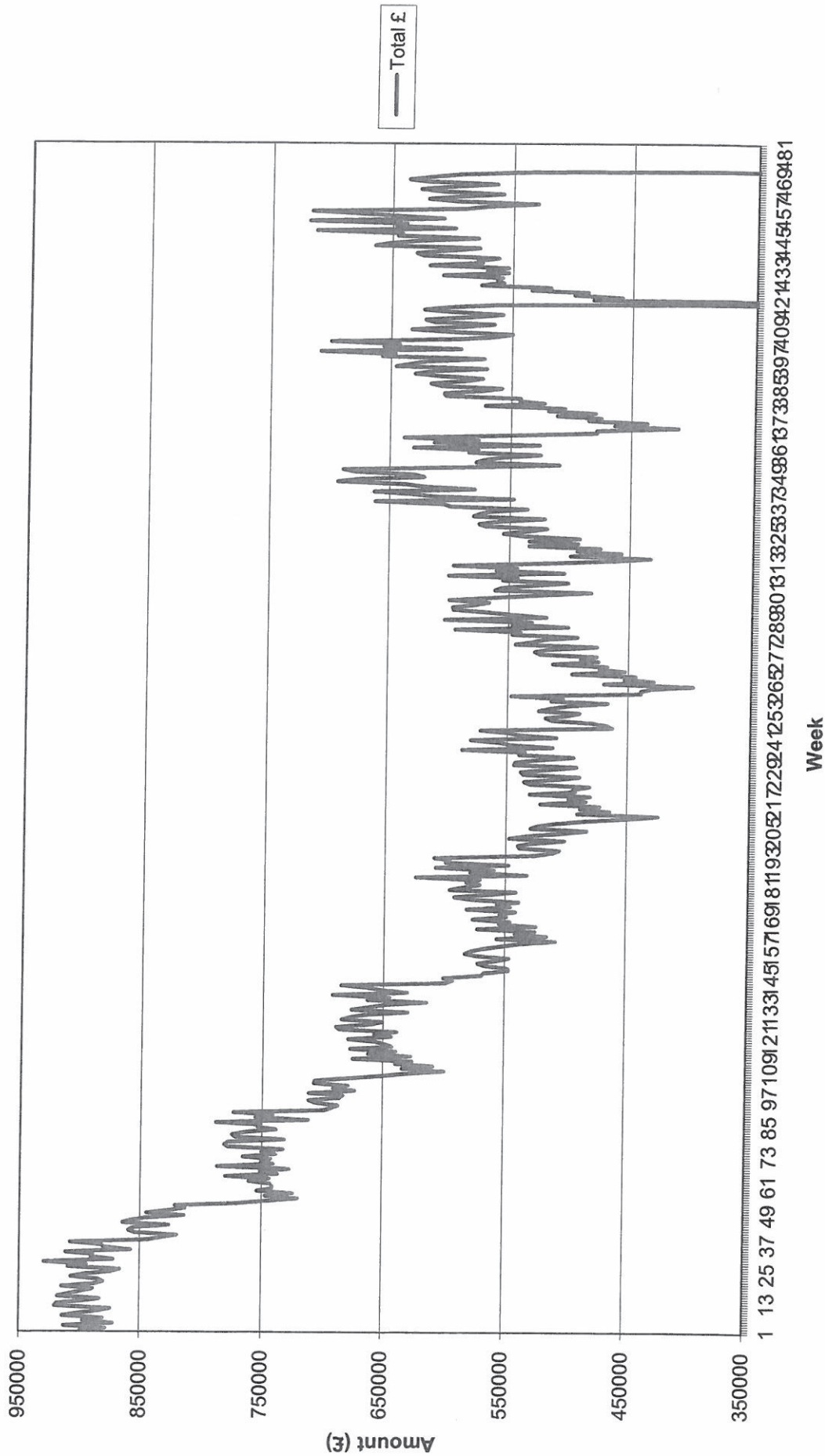
All figures to closest £

Reduction (exc 2013) 733426.96

former tenants arrears - by year (showing opening and current balances)



TOTAL Current Arrears over time

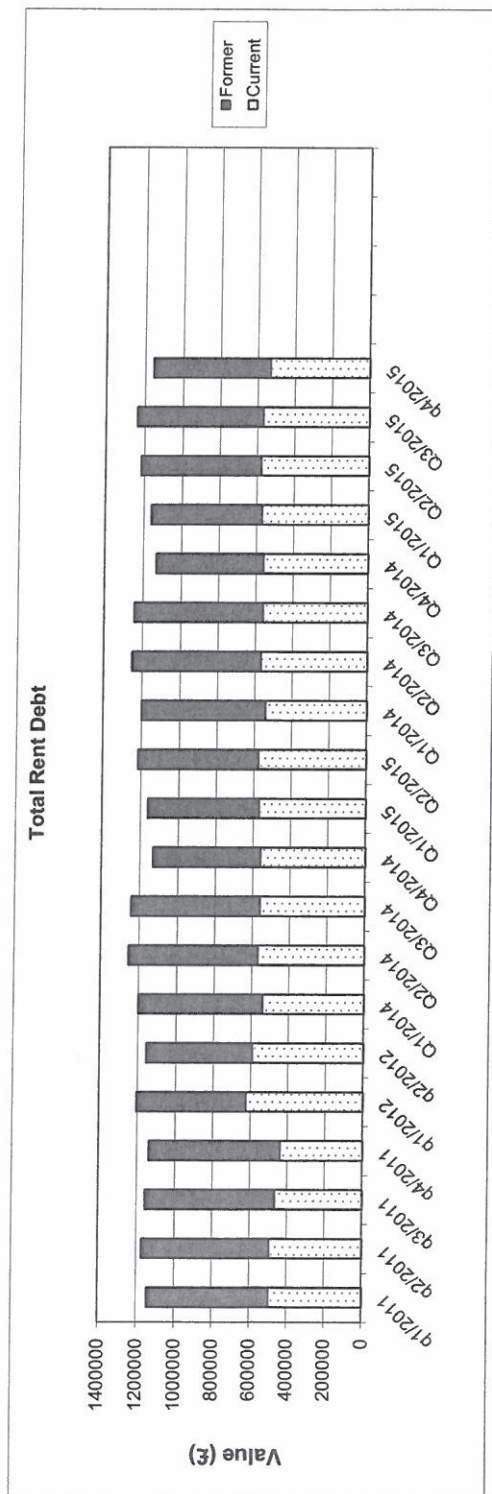


BANDED ARREARS REPORT

< 4 Weeks Gross												
Numbers	1,390	1,061	874	773	1,350	1,058	1,200	914	1,332	1,099	1,208	754
Value	135,019	118,129	91,250	87,208.28	142,102.2	118,019.2	125,338.9	112,112.5	141,662.19	123,799.4	123,692.58	93,924.92
< 7 Weeks Gross												
Numbers	177	166	187	176	180	205	170	184	208	212	199	171
Value	83,272	71,938	78,034	74,340.81	79,889.21	94,048.67	77,528.76	80,548.42	95,421	96,002.83	90,086.59	77,224.03
< 12 Weeks Gross												
Numbers	110	147	142	122	143	163	141	148	142	140	147	159
Value	114,724	107,070	104,016	91,854.26	106,332.2	127,163.9	109,416	116,603.6	114,816.4	114,601.3	116,575.1	129,175.91
< 20 Weeks Gross												
Numbers	94	96	90	83	78	93	96	93	76	84	78	72
Value	126,910	119,879	109,005	101,515.8	95,988.18	116,531.9	122,422.8	121,186.6	103,089.04	113,748.1	103,619.6	93,836.45
>20 Weeks Gross												
Numbers	49	54	43	51	50	48	53	55	46	52	53	54
Value	735,011	129,689	127,003	123,502	118,629.4	114,280.1	127,559.1	131,877.2	110,954.64	130,657.9	132,689.1	139,270.17
TOTAL VALUE	1,820	1,524	1,336	1,205	1,801	1,567	1,660	1,394	1,804	1,587	1,685	1,210
TOTAL NUMBERS	1,194,936	546,705	509,308	478,421	542,941	570,044	562,266	562,328	565,943	578,809	566,663	533,431
Bedroom Tax Numbers				830	676	728	611	716	596	641	553	568

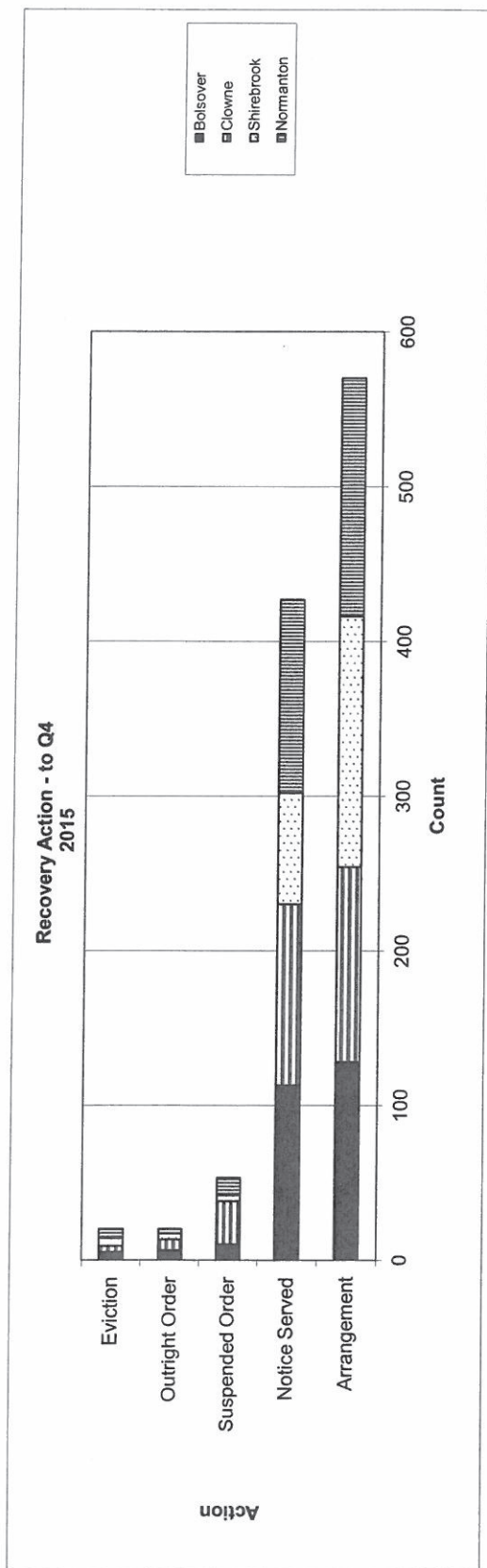
3. Total Rent Owed (Current and Former)

	q1/2011	q2/2011	q3/2011	q4/2011	q1/2012	q2/2012	q3/2012	q4/2012	q1/2013	q2/2013	q3/2013	q4/2013	q1/2014	q2/2014	q3/2014	q4/2014	q1/2015	q2/2015	q3/2015	q4/2015
Current																				
Current	498,259	494,406	466,881	439,320	625,151.6	594,182	542,941.2	570,604.6	562,265.5	562,328.4	571,476.34	578,809.41	570,262.9	533,431.48						
Former	64,464.0	67,646.5	68,931.5	72,698,393.83	57,978.8	56,206.5	65,756.7	68,312.8	68,304.0	68,304.0	68,304.0	68,304.0	68,304.0	68,304.0	68,304.0	68,304.0	68,304.0	68,304.0	68,304.0	68,304.0
TOTAL	114,289.9	117,087.1	115,619.7	113,771.3	120,493.9	115,624.7	120,050.8	125,373.2	124,530.6	124,530.6	124,530.6	124,530.6	124,530.6	124,530.6	124,530.6	124,530.6	124,530.6	124,530.6	124,530.6	124,530.6
Continued																				
Continued	542,941.2	570,604.6	562,265.5	562,328.4	571,476.34	578,809.41	570,262.9	533,431.48												
Current	657,567.07	683,128.29	683,040.92	570,253.99	590,239.85	638,013.74	668,254.65	62,367.62												
Former	120,050.83	125,373.29	124,530.64	113,258.24	116,171.62	121,682.31	123,851.76	115,710.7												
TOTAL																				



4. Rent Arrears Actions - YTD March 2016

	Bolsover	Clowne	Shirebrook	Normanton	TOTAL
Arrangement	128	126	162	154	570
Notice Served	113	117	72	125	427
Suspended Order	10	28	4	11	53
Outright Order	6	7	4	3	20
Eviction	5	4	5	6	20
TOTAL	262	282	247	299	1090



5. Repairs - Year to Date

	In time	Out of time	Total	%
ED's Emergencies both internal and external works target 24hrs	3646	4	3650	99.9%
RA's Appointed works mainly internal urgent jobs target 15 working days	7783	117	7900	98.5%
RN's Non urgent works mainly external jobs target 30 working days	719	98	817	88.0%
RR's Routine repairs mainly extensive external works target 60 working days	1670	166	1836	91.0%
PW's Planned works kitchens, boilers and painting target 265 working days	55	4	59	93.2%

Repairs - Month by Month

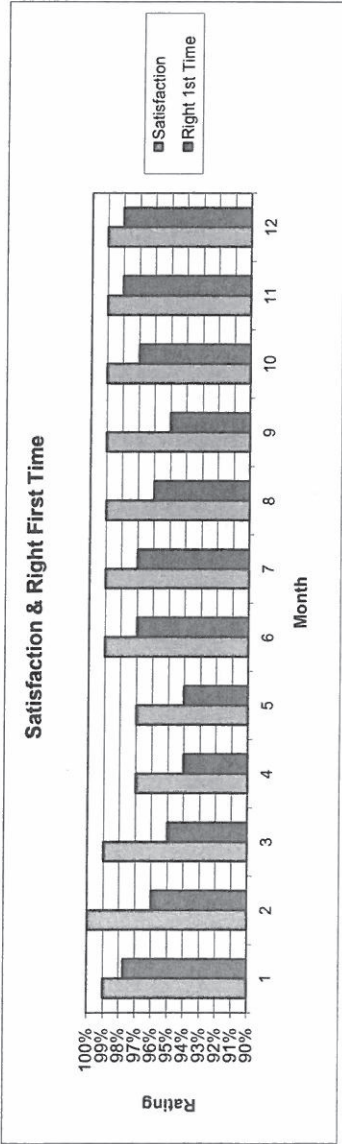
	April	May	June	July	August	September	October	November	December	January	February	March
ED's Emergencies both internal and external works target 24hrs	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	99.5%	99.4%	100.0%
RA's Appointed works mainly internal urgent jobs target 15 working days	99.9%	100.0%	98.9%	99.4%	98.8%	99.3%	99.6%	99.7%	99.8%	98.9%	94.9%	94.8%



6. Customer Feedback

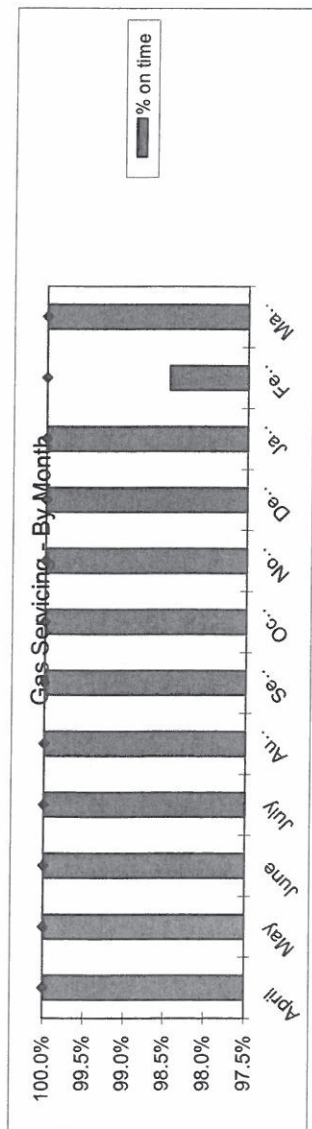
	Satisfaction		1st Time
April	99%	98%	98%
May	100%	96%	96%
June	99%	95%	95%
July	97%	94%	94%
August	97%	94%	94%
September	99%	97%	97%
October	99%	97%	97%
November	99%	96%	96%
December	99%	95%	95%
January	99%	97%	97%
February	99%	98%	98%
March	99%	98%	98%

Tenant satisfaction - Target 98%
 Right first time - Target 95%



7. Gas Servicing

Month	No. Completed in month	% on time	% Cumulative in time	Target
April	380	100.0%	100.00%	100.0%
May	511	100.0%	100.00%	100.0%
June	502	100.0%	100.00%	100.0%
July	490	100.0%	100.00%	100.0%
August	377	100.0%	100.00%	100.0%
September	328	100.0%	100.00%	100.0%
October	439	100.0%	100.00%	100.0%
November	437	100.0%	100.00%	100.0%
December	351	100.0%	100.00%	100.0%
January	484	100.0%	100.00%	100.0%
February	454	98.5%	99.85%	100.0%
March	382	100.0%	99.86%	100.0%
TOTAL	5135			



8. Waiting List

NUMBER OF APPLICANTS				
Month	Band A	Band B	Band C	Band D
April	2	67	1219	383
May	4	65	1262	399
June	2	67	1219	383
July	7	62	1174	354
August	4	64	1171	338
September	5	65	1168	351
October	7	64	1149	351
November	6	62	1154	348
December	4	54	1123	355
January	5	60	1179	361
February	6	56	1180	354
March	6	56	1198	365
TOTAL	1671	1730	1671	1571

HOUSING REQUIREMENTS				
Month	1 bed	2 bed	3 bed	4 bed
April	1316	224	102	29
May	1370	229	102	29
June	1316	224	102	29
July	1271	206	98	22
August	1264	201	93	19
September	1268	206	95	20
October	1263	199	90	19
November	1260	197	94	19
December	1229	193	97	17
January	1276	210	100	19
February	1267	212	99	18
March	1290	215	102	18
TOTAL	1671	1730	1671	1571

NOTE: Details of all let properties is reported on the Members Reporting Section on Perform.

Bolsover District Council

Executive

13th June 2017

Scrutiny Review of Rangers – Progress Update

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

This report is public

Purpose of the Report

- The update members on changes implemented following the Scrutiny review of the CAN Ranger service.

1 Report Details

- 1.1 The Executive of 4th January 2016 received a report from the Customer Service and Transformation Scrutiny Committee who had taken a look at the role of the CAN Rangers.
- 1.2 As part of the discussion it was agreed to add an additional recommendation to those made by the scrutiny Committee, and to request an update to be provided after 6 months.
- 1.3 The enclosed document provides this update.

2 Conclusions and Reasons for Recommendation

- 2.1 That members note the progress made on the recommendations agreed at Executive on 4th January 2016.

3 Consultation and Equality Impact

- 3.1 None directly

4 Alternative Options and Reasons for Rejection

- 4.1 Not applicable. This report updates members on progress on previous recommendations.

5 Implications

5.1 Finance and Risk Implications

Minor cost is purchasing additional hi-vis PPE, estimated at £800. These costs will need to be met from within existing approved budgets for the service.

Additional salary costs would be incurred in those cases where it proved possible to allow a one month handover period (i.e. total cost of employing one ranger for one month including on-costs). These costs will need to be met as part of the Council's vacancy management processes.

5.2 Legal Implications including Data Protection

Not directly.

5.3 Human Resources Implications

The proposal to recruit 'early' to allow a one month handover period is outside the normal recruitment process. Members should also be aware that this may not be possible as this is partially dependent on the personal circumstances of any new employee including their notice period.

6 Recommendations

- 6.1 That the progress report is noted.
- 6.2 That additional hi-vis PPE is purchased for each Ranger as an estimated total cost of £800.
- 6.3 That the process for recruitment for the "replacement" Ranger starts early with the aim of offering a handover period of around a month. The estimated cost of this is estimated at £2,270
- 6.4 That a future report on the future of CCTV within the District also considers options for changing the roles of the CAN Rangers.

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	Workplan
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
Peter Campbell	3038

Report Reference –

Recommendations.	Comments	Completed.
<p>1. That the Assistant Director of Community Safety and Head of Housing together with the Portfolio Holder for Community Cohesion reiterate the role and duties of the CAN Rangers Service with departments and partners, particularly the Police.</p>	<p>The role of the Rangers has been reiterated to the police through the weekly joint tasking meetings and informal discussions with senior police officers. This process has led to an increase in joint working and initiatives.</p>	<p>April 2016 Housing Enforcement Manager</p>
<p>2. That a set of guidelines and/or a criteria is developed which assists the Rangers and Central Control in assessing the urgency of a job (particularly out of hours calls) where a job is not an emergency and could be left until the following day or if in fact some jobs should be attended at all.</p>	<p>This action has been put on hold pending the introduction of the new monitoring equipment within central control.</p> <p>Following discussion at Executive it was recognised that the rangers 'job-sheets' that were analyzed as part of the review was potentially misleading as it did not recognise the vulnerability of the customer. The sheet is to be revised to include a measure of this (For example a call out for lack of lighting may be justified for a partially sighted tenant)</p>	<p>June 2016. Housing Needs Manager</p>
<p>3. That information be provided to Tenants which provides details and examples on what is classed as an emergency and what calls will be dealt with as part of the out of hours service.</p>	<p>An article has been written and will be included in the next issue of the tenants 'Homing In' magazine.</p>	<p>May/June 2016 TPO</p>
<p>4. That the Assistant Director of Community Safety and Head of Housing be asked to</p>	<p>This is not possible. The funding for the PCC can only be spent on specific activities that contribute towards</p>	<p>No further action</p>

consider whether a contribution from the Community Safety Budget received from the Police and Crime Commissioner can be made towards the CAN Rangers Service	the targets set by the PCC.	
5. That the CAN Rangers uniform include high visibility jackets so that it is clear to Members of the Public when there is a Ranger present in an area	<p>Whilst there are some situations where hi-vis clothing is appropriate, there is others where more inconspicuous clothing is better. The current situation is that the clothing issued to the Rangers is predominantly dark, but they are also issued with hi-vis jackets where needed (and instructed to always wear these during darkness and near to traffic).</p> <p>Additional hi-vis outerwear to be sourced through Travis Perkins.</p>	To be completed Autumn 2016
6. That a clear Training Record be developed which highlights dates that training is undertaken and dates of when the training needs to be renewed or updated.	<p>Details of mandatory training for each role/officer is kept centrally by HR</p> <p>All Rangers are included within the corporate appraisal process where training needs are identified. All 'essential' training has been delivered.</p>	<p>Appraisals completed in line with corporate guidelines during February 2016.</p> <p>Housing Enforcement Manager</p>
7. That the levels of staffing in the CAN Rangers Service be regularly monitored to ensure that the service is coping with current demand.	Staffing levels are regularly monitored and have been appropriate for the current service offered. There remains an option of using overtime at times of additional work and/or staff shortages.	Ongoing

	<p>Monitoring will continue, but any additional services (see 8.) may need additional resources.</p> <p>One of the Rangers has expressed their intention to retire next year. Given the long period needed to recruit and train for this role, members are asked to support early recruitment which aims for a one month handover period.</p>	
<p>A further recommendation was added at Executive</p> <p>8. That a further report be prepared by officers in conjunction with the JAD Community Safety and Head of Housing, Portfolio Holders for Community Cohesion and Hosing and IT and the Chair and vice Chair of customer Service and Transformation Scrutiny Panel to explore a more joined up collaborative service.</p>	<p>Initial conversations have taken place with the police regarding the role of the Rangers and relationship with the Police (see 1 above) resulting in increased understanding of roles, and joint working.</p> <p>Similarly Rangers have been involved with joint working with other departments, especially Environmental Health.</p> <p>Longer term options are linked to the review of CCTV within the District. A move towards more redeployable cameras may offer opportunities for the Rangers to play a larger role in the installation, retrieval and siting of CCTV cameras where needed.</p> <p>Another gap have been identified where services previously provided through the DCC funded Handy van Service, for example security for victims of Domestic Violence have been withdrawn.</p> <p>A paper on options will be presented to a future meeting.</p>	<p>To follow the review of CCTV</p>

Bolsover District Council

Executive

13th June 2016

Development of additional car parking at The Arc, Clowne

Report of the Leader of the Council

This report is public

Purpose of the Report

- To seek approval to construct an overflow public, staff and Members car park to create more parking capacity following the letting of the Construction Block, Chambers 1 and 2 and the top floor of the main building.
- To seek additional funding to allow the necessary works to be undertaken

1 Report Details

- 1.1 The relocation to the Arc was part of a wider strategy by the Council to reduce its property costs as a means of addressing the continued reduction in the level of central government grant. As part of this strategy the Council has moved to increase the number of staff in the facility and to let out space wherever possible. This has resulted in DCC moving into part of the facility, an engineering company moving into the construction block and a training provider occupying chambers 1 and 2. The drive to increase the utilisation of the site, with a view to increasing income and reducing running costs, has inevitably put pressure on parking. In addition the provision of a new and improved leisure facility, due to open in January 2017 will put further pressure on parking. If the Council fails to improve parking provision then there is the risk of loss of income from the current a high level of utilisation of the site, disruption and inconvenience to the public, tenants, employees and members, with the risk that users will be forced to park in surrounding streets causing nuisance to residents.
- 1.2 Officers have taken the opportunity of pursuing planning permission for an increased parking provision through the new leisure facility contractor. If planning permission is approved it will provide an additional 48 parking spaces which would be located in front of the area currently used as the construction compound. A plan of the proposed car park can be seen in appendix 1.
- 1.3 Given that the main contractor for building the enhanced Leisure Centre is currently on site it is considered that requesting them to undertake the work on extending the car

park is likely to be the most cost effective option. It is therefore intended that once planning permission has been secured they will be asked to provide a quotation for the work involved, which will be assessed against the price that would be charged by utilising one of the frameworks to which the Council has access. Once the assessment is completed the contract will be awarded to the most cost effective contractor. It is estimated that the total cost of the scheme will be in the order of £100,000.

2 Conclusions and Reasons for Recommendation

- 2.1 The current car park was found to be adequate for the original use and coped well at peak times, but since the introduction of new tenants there has been increased pressure on parking and at peak times all available spaces have been used. It is estimated that letting out spare space at the Arc has generated an additional 100 site users, but due to working patterns and the current usage of the current car park an additional 48 car parking spaces will ease the impact of parking pressures at peak times and will provide ample space during the rest of the working day.

3 Consultation and Equality Impact

- 3.1 Additional parking will provide more onsite parking and will have a positive impact on the public, staff and members.

4 Alternative Options and Reasons for Rejection

- 4.1 It would make it more difficult to accommodate, staff, member, public and tenant parking if additional spaces were not provided. There is a planning condition in place to provide some additional spaces as part of the leisure build. However this proposal would more than double that that requirement.

5 Implications

5.1 Finance and Risk Implications

The cost of providing the car park has been estimated to be of the order of £100,000, with the additional spaces being necessary to support the increased demand from letting space and the additional leisure offer. It is recommended that the work be included within the Approved Capital Programme with funding to come from the Transformation Reserve.

5.2 Legal Implications including Data Protection

The scheme is subject to planning and will only commence once a suitable planning permission has been gained. No other legal issues have been identified.

5.3 **Human Resources Implications**

None.

6 **Recommendations**

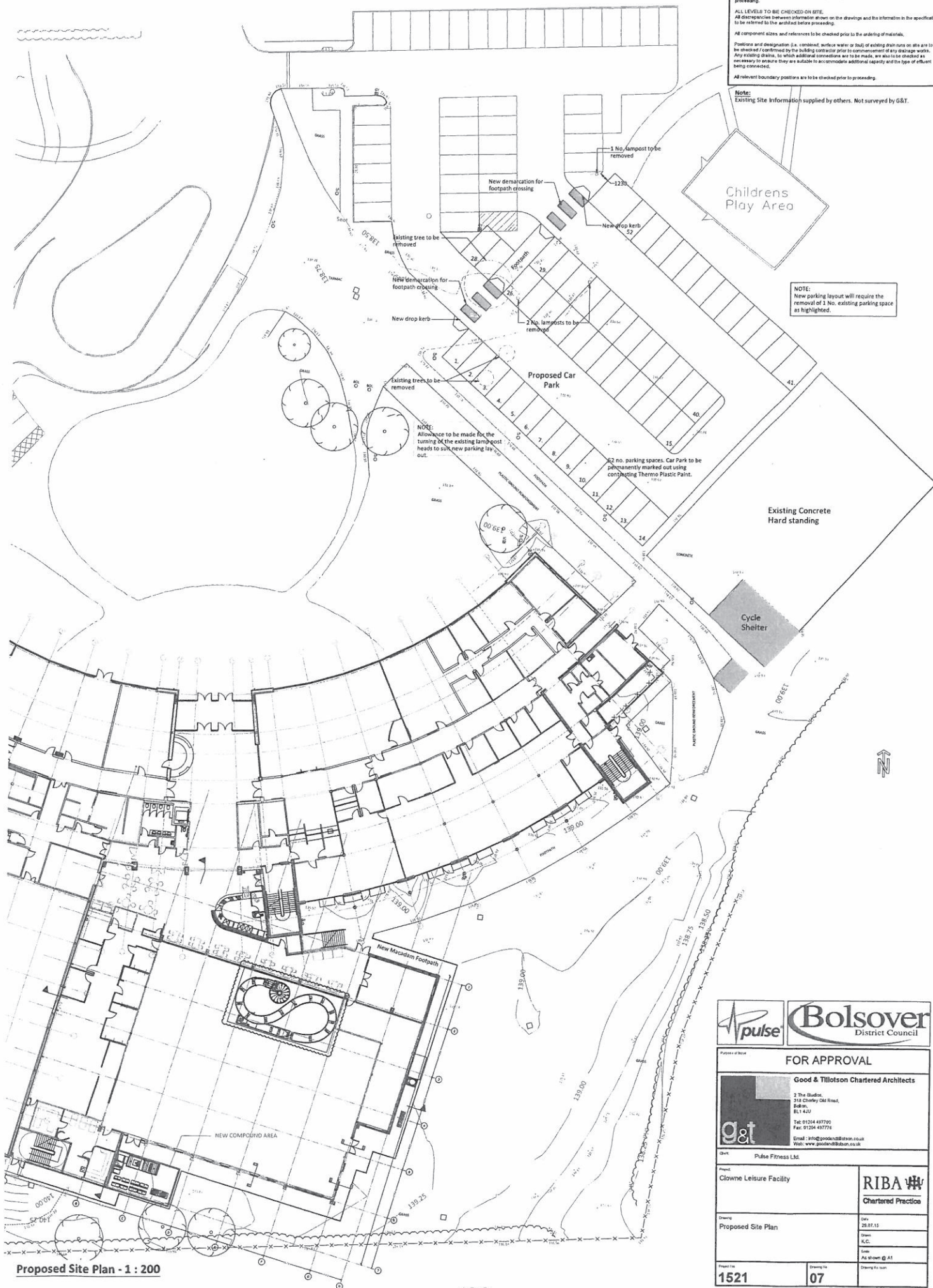
- 6.1 That the provision of additional car parking at the Arc is approved for inclusion within the Approved Capital Programme at an estimated cost of £100,000, with the scheme to be funded from Transformation Reserve.
- 6.2 That officers obtain a quote from the contractor undertaking the construction of the pool, assess their quote against current framework prices and proceed with the most economically advantageous route.

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	Clowne South
Links to Corporate Plan priorities or Policy Framework	Providing our Customers with Excellent Service Transforming our Organisation

8 **Document Information**

Appendix No	Title
1	Site plan of additional car park.
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
Grant Galloway	01246 242223



NOTES:
 Copyright in all documents prepared by the architect and any works associated from these documents and drawings, shall unless otherwise agreed, remain the property of the architect and may not be reproduced by, lent or disclosed to, a third party without the written consent of Good and Tiltson.
DO NOT SCALE OFF THIS DRAWING.
 All dimensions to be checked on site and any discrepancies to be referred to the architect before proceeding.
ALL LEVELS TO BE CHECKED ON SITE.
 All discrepancies between information shown on the drawings and the information in the specification to be referred to the architect before proceeding.
 All component sizes and references to be checked prior to the ordering of materials.
 Positions and designation (i.e. combined, surface water or foul) of existing drain runs on site are to be checked / confirmed by the building contractor prior to commencement of any drainage works. Any existing drains, to which additional connections are to be made, are also to be checked as necessary to ensure they are suitable to accommodate additional capacity and the type of effluent being connected.
 All relevant boundary positions are to be checked prior to proceeding.

Note:
 Existing Site Information supplied by others. Not surveyed by G&T.

NOTE:
 New parking layout will require the removal of 1 No. existing parking space as highlighted.

NOTE:
 Allowance to be made for the turning of the existing lamp post heads to suit new parking layout.

12 no. parking spaces. Car Park to be permanently marked out using contrasting Thermo Plastic Paint.

Proposed Site Plan - 1 : 200

 	
FOR APPROVAL	
Good & Tiltson Chartered Architects 2 The Station, 318 Chelley Old Road, Bolsover, B11 4JZ Tel: 01204 487700 Fax: 01204 487701 Email: info@goodandtiltson.co.uk Web: www.goodandtiltson.co.uk	
Client: Pulse Fitness Ltd	 Chartered Practice
Project: Clowne Leisure Facility	Date: 26.07.15
Drawing: Proposed Site Plan	Drawn: R.C.
Project No: 1521	Drawing No.: 07

Bolsover District Council

Executive

13th June 2016

Pleasley Vale – Mill 1 Dam Wall

Report of the Leader of the Council

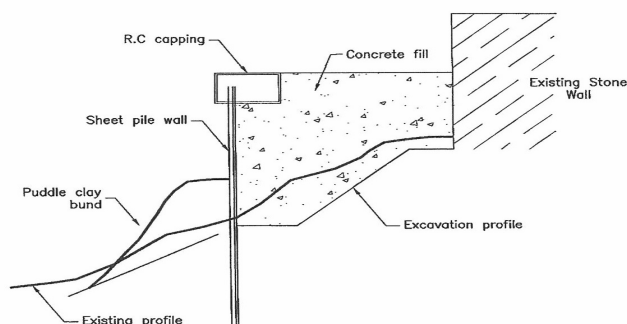
This report is public

Purpose of the Report

- To secure agreement to undertake essential work to Pleasley Vale Mill 1 pond including the identification of the necessary funding.

1 Report Details

- 1.1 Following concerns over water leakage through mill 1 dam wall, the council appointed Structural Design Associates, a consultancy civil and structural engineering company to carry out a structural appraisal of the dam wall.
- 1.2 They found that the stonework to the wall was in poor condition and water loss was evident through voids in the wall and at the base of the wall, that there are fractures to the outfall pipe work and fractures in stonework and concrete.
- 1.3 In order to put in place a robust permanent solution, a new dam wall will need to be constructed in front of the existing wall. This could either be constructed by using sheet piles backfilled with concrete (see diagram below) or through the use of a gabion basket wall construction. The cost of the work is estimated to be in the region of £150,000 for the sheet pile solution and around £120,000 for the gabion wall.



- 1.4 Planning permission will be required prior to starting any work on site and may have an impact on the preferred solution.

2 Conclusions and Reasons for Recommendation

- 2.1 It is strongly recommended that funding is allocated to deal with the issues with the dam wall. While there are not thought to be any concerns over the structural stability of the wall, at this point in time, if no action is taken, it is anticipated that the condition of the wall will only get worse over the coming months and years. At some point in time it will be necessary to address the structural stability of the dam wall, and in the meantime were it decided not to proceed then continued monitoring of the position – which would come at a cost – would be necessary.

3 Consultation and Equality Impact

- 3.1 Through consultation with the Leisure department it became evident that they had a desire to undertake enhancement work in the form of bank clearance works, dredging of the pond to remove a build up of silt and removal of the island in the middle of the pond. The work proposed through this report is to make the dam wall safe and does not include any costs associated with this additional work. The additional work is estimated to bring with it additional cost in the region of £100,000. If Executive were minded to consider this approach then a further report including a Business Plan outlining the proposed scheme together with the benefits of that scheme would be required.

4 Alternative Options and Reasons for Rejection

- 4.1 To do nothing, however this is likely to mean that the mill pond wall will continue to degrade, with the work identified still required at some point in the future.

5 Implications

5.1 Finance and Risk Implications

These are outlined in the body of the report. Given the scale of the project it will be charged against the Capital Programme. In the first instance it is recommended that such costs are funded from capital receipts with funding from the Transformation Reserve used if insufficient receipts are available.

5.2 Legal Implications including Data Protection

None

5.3 **Human Resources Implications**

None.

6 **Recommendations**

- 6.1 That Executive approve the inclusion of this scheme within the Capital Programme at a cost of £150,000 funded from capital receipts with officers to procure and implement the most cost effective solution to providing an upgraded Mill 1 pond dam wall.
- 6.2 That Executive consider whether the enhancement work highlighted by the Leisure Department in section 3 of the report is of sufficient priority to request a further report back (including a Business Case) on that element of the work.

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	Pleasley
Links to Corporate Plan priorities or Policy Framework	All Priorities indirectly.

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
Grant Galloway	01246 242223