

Date: 16th June 2017

The Arc
High Street
Clowne
Derbyshire
S43 4JY

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, The Arc, High Street, Clowne on **Monday 26th June 2017 at 1000 hours.**

Register of Members' Interests - Members are reminded that a Member must within 28 days of becoming aware of any changes to their Disclosable Pecuniary Interests provide written notification to the Authority's Monitoring Officer.

You will find the contents of the agenda itemised on pages 2 and 3.

Yours faithfully



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

ACCESS FOR ALL

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CUSTOMER
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EXECUTIVE AGENDA

Monday 26th June 2017 at 1000 hours in the Council Chamber, The Arc, Clowne

Item No.	PART 1 – OPEN ITEMS	Page No.(s)
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 an Extraordinary meeting of the Executive held on 10 th May 2017	4 to 6
	To approve the Minutes of a meeting of the Executive held on 22 nd May 2017.	7 to 12
5	Items recommended by Scrutiny Committees None.	
6	Policy and Budget Framework Items None	
7	NON KEY DECISION	
	(A) Appointment of Representatives to Serve on Outside Bodies 2017/18 – Cabinet Functions	13 to 20

Recommendation on Page 14

- (B) Customer Service Standards and Compliments, Comments and Complaints Report 2016/17 – 1st October 2016 to 31st March 2017 and Annual Summary 21 to 37

Recommendation on Page 27

- (C) Bolsover Partnership Funding and Performance Monitoring April 2016 to March 2017 38 to 39

The Appendix will be circulated as a separately bound document.

Recommendation on Page 39

- (D) Medium Term Financial Plan - Financial Outturn 2016/17 40 to 57

Recommendations on Page 47

EXTRAORDINARY EXECUTIVE

Minutes of a meeting of an Extraordinary Executive of the Bolsover District Council held in the Council Chamber, The Arc, Clowne, on Wednesday 10th May 2017, at 1400 hours.

PRESENT:-

Members:-

Councillor A.M. Syrett in the Chair

T. Connerton, M.J. Dooley, S.W. Fritchley, B.R. Murray-Carr, K. Reid and J. Ritchie.

Also in the public gallery were Councillors T. Munro, D. McGregor, J.E. Smith and B. Watson.

Officers:-

D. Swaine (Chief Executive Officer) and A. Bluff (Governance Officer) (until Minute No. 0863).

0861. APOLOGIES

There were no apologies for absence.

0862. DECLARATIONS OF INTEREST

There were no declarations of interest made.

0863. THE LOCAL GOVERNMENT (ACCESS TO INFORMATION) ACT 1985

Moved by Councillor M.J. Dooley and seconded by Councillor J. Ritchie

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

The Governance Officer left the meeting at this point.

EXTRAORDINARY EXECUTIVE

0864. STRATEGIC ALLIANCE, SENIOR MANAGEMENT TEAM – EARLY VOLUNTARY RELEASE PARAGRAPHS 1, 3 AND 4

Executive considered a report of the Chief Executive Officer which sought approval for an early voluntary release for an Executive Director of the Senior Management team. Full details were included in the report.

Moved by Councillor A.M. Syrett and seconded by Councillor M.J. Dooley
RESOLVED that Executive agrees the recommendations as outlined in the report.
REASON FOR DECISION: These were outlined in paragraphs 2.1 of the report.

OTHER OPTIONS CONSIDERED: The options for Executive's consideration were detailed in paragraph 4.1 of the report. There were no alternative options considered and rejected.

(Chief Executive Officer)

0865. STRATEGIC ALLIANCE, SENIOR MANAGEMENT TEAM – EARLY VOLUNTARY RELEASE PARAGRAPHS 1, 3 AND 4

Executive considered a report of the Chief Executive Officer which sought approval for an early voluntary release for an Executive Director of the Senior Management team. Full details were included in the report.

Moved by Councillor A.M. Syrett and seconded by Councillor M.J. Dooley
RESOLVED that Executive agrees the recommendations as outlined in the report.

REASON FOR DECISION: These were outlined in paragraphs 2.1 of the report.

OTHER OPTIONS CONSIDERED: The options for Executive's consideration were detailed in paragraph 4.1 of the report. There were no alternative options considered and rejected.

(Chief Executive Officer)

0866. STRATEGIC ALLIANCE, SENIOR MANAGEMENT TEAM RESTRUCTURE PARAGRAPHS 1, 3 AND 4

Executive considered a report of the Chief Executive Officer which sought approval for the restructuring of the Strategic Alliance Senior Management Team. Full details were included in the report.

Moved by Councillor S.W. Fritchley and seconded by Councillor A.M. Syrett
RESOLVED that Executive agrees the recommendations as outlined in the report.

REASON FOR DECISION: These were outlined within the report.

EXTRAORDINARY EXECUTIVE

OTHER OPTIONS CONSIDERED: The options for Executive's consideration were detailed in paragraph 4.1 and 4.2 of the report. There were no alternative options considered and rejected.

(Chief Executive Officer)

The meeting concluded at 1030 hours.

EXECUTIVE

Minutes of a meeting of the Executive of the Bolsover District Council held in the Council Chamber, The Arc, Clowne, on Monday 22nd May, 2017 at 1000 hours.

PRESENT:-

Members:-

Councillor A.M. Syrett in the Chair

Councillors T. Connerton, M.J. Dooley, S. W. Fritchley, B.R. Murray-Carr, K. Reid and J. Ritchie.

Officers:-

D. Swaine (Chief Executive Officer), B. Mason (Executive Director – Operations), D. Clarke (Assistant Director – Revenues and Benefits), J. Foley (Assistant Director – Customer Service and Improvement), S. Brunt (Assistant Director – Streetscene), A. Wylie (Deputy Monitoring Officer) and A. Bluff (Governance Officer).

0892. APOLOGIES

There were no apologies for absence.

0893. URGENT ITEMS OF BUSINESS

There were no urgent items of business to consider.

0894. DECLARATIONS OF INTEREST

Member	Minute No	Level of Interest
Councillor J. Ritchie	0904	Non Significant Other Interest

0895. MINUTES – 24th APRIL 2017

Moved by Councillor S.W. Fritchley and seconded by Councillor K. Reid
RESOLVED that the Minutes of an Executive meeting held on 24th April 2017 be approved as a correct record.

0896. ITEMS RECOMMENDED BY SCRUTINY COMMITTEES

There were no items recommended by Scrutiny Committees to consider.

EXECUTIVE

0897. POLICY AND BUDGET FRAMEWORK ITEMS JOINT DISPOSAL AND ACQUISITIONS POLICY

Executive considered a report which sought approval for a revised Joint Disposal and Acquisitions Policy.

The Joint Disposal and Acquisitions Policy had been revised following consultation with the Asset Management Group (AMG), Strategic Alliance Management Team (SAMT) and in consideration of recent Cabinet Office guidance, 'Guide for Disposal of Surplus Land' (March 2017).

The document would allow the Council's strategy, guidance and procedures to be transparent and public.

Moved by Councillor S.W. Fritchley and seconded by Councillor J. Ritchie
RESOLVED that the revised Joint Disposals and Acquisitions Policy (May 2017) be approved.

REASON FOR DECISION: The revised Joint Disposals and Acquisitions Policy reflected the structure of the organisation and recent government guidance.

OTHER OPTIONS CONSIDERED: As outlined in paragraph 4.1 of the report.

(Assistant Director – Property and Estates)

0898. NON KEY DECISION STRATEGIC RISK REGISTER AND PARTNERSHIP ARRANGEMENTS

Executive considered a report which provided an update to Members on the current position regarding Risk Management and Partnership Arrangements. Executive approval was also sought for the revised Strategic Risk Register as at 31st March 2017, which was set out in an Appendix to the report.

At the recent quarterly performance meetings, the three key issues which were raised continued to be around the impact of Brexit, the pace of legislative change and the ability to recruit and retain appropriately qualified staff.

Further, as a result of the growing profile and incidence of cyber crime, it is now considered appropriate that this be included within the Strategic Risk Register. Given the links with Business Continuity, Cyber Crime has now been incorporated within Strategic Risk 5. The risk mitigation in this area is that the Council adopts industry wide standards to minimise the risk of cyber crime / cyber attack.

Moved by Councillor A.M. Syrett and seconded by Councillor M.J. Dooley
RESOLVED that the Strategic Risk Register as at 31st March 2017 as set out in the Appendix to the report be approved.

REASON FOR DECISION: In order to assist in maintaining effective governance arrangements, service and financial performance.

EXECUTIVE

OTHER OPTIONS CONSIDERED: None as 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.

(Executive Director – Operations)

0899. KEY DECISION INSURANCE TWO YEAR EXTENSION RENEWAL

Executive considered a report which sought approval to extend the Council's Long Term Agreement (LTA) in respect of Insurance for a further two years from October 2017.

The Authority's insurance policies were on the basis of a Long Term Agreement (LTA) for a period of three years with an option to extend for a further two.

The initial three year period was now coming to an end and the Council's independent insurance advisors had recommended that the most cost effective option for the Council was to extend the existing LTA for a further two years.

On this basis, Zurich had confirmed that all rates would be maintained at current levels, with the exception of Public Liability insurance (PL), which would be increased by an amount of 1.5%.

While the majority of the Council's insurance policies were with Zurich, the motor policy was with Protector which allowed the Council to renew on existing terms provided that the loss ratio was maintained at a reasonable level. While it was not known what the actual loss ratio would be until nearer renewal, it was currently anticipated that renewal would be offered at current rates.

Moved by Councillor A.M. Syrett and seconded by Councillor T. Connerton

RESOLVED that 1) the Council's Long Term Agreement (LTA) in respect of Insurance be extended for a further two years from October 2017,

2) delegated powers be granted to the Executive Director – Operations, in consultation with the relevant Portfolio Member, to renew the Council's motor insurance policies with the preferred option; being an extension of the current arrangements with Protector insurance.

REASON FOR DECISION: The option to extend the LTA and renew the Council's motor insurance policies with Protector offer best value to the Council.

OTHER OPTIONS CONSIDERED: None. For the Council to retender its insurance policies in the present market would result in an increase in costs approaching 10%.

(Executive Director – Operations)

EXECUTIVE

0900. CORPORATE PLAN TARGETS PERFORMANCE UPDATE – JANUARY TO MARCH 2017 – QUARTER 4 - 20/16/17

Executive considered a report which informed Members of the fourth quarter outturns as at 31st March 2017, in relation to the Corporate Plan 2015-2019 performance targets.

Out of the 60 targets;

- 43, (72%), were on track,
- 11, (18%), had been achieved (2 this time and 9 previously),
- 4, (7%) had been flagged as an 'alert' i.e. they may not achieve their annual target,
- 2, (3%) have been withdrawn (1 this time and 1 previously).

At its meeting on 27th February 2017, Executive had agreed to withdraw from the liP process at the end of the current accreditation period, which meant that **T01**; Retain accreditation against the Investors in People (liP) extended framework by July 2015 and full external assessment in 2018, would be withdrawn.

The Corporate Plan had now completed its second year milestone and an Annual Report would be provided to Council.

With regard to Target H05; Support 417 inactive 16+ individuals per year & increase their activity levels to more than 30 minutes of moderate intensity physical activity per week, a Member noted that a Strategy was currently being looked at to increase participation rates for inactivity over certain age groups.

With regard to target C13; Reduce average relet times of Council properties (not including sheltered accommodation) to 20 days by March 2019, the Chair felt that 20 days was too long to relet a Council property and this needed to be looked at. A Member advised the meeting that the Head of Housing would be undertaking a review of relet times for Council properties.

A discussion took place with regard to Target H10; Sustain standards of litter cleanliness to ensure 96% of streets each year meet an acceptable level as assessed by Local Environment Quality Surveys (LEQS). The Assistant Director – Streetscene explained that this was a measurement tool derived from a previous Keep Britain Tidy national indicator. He added that if the target was increased to 98/99%, then staff resources would need to be looked at. The Chief Executive Officer advised the meeting that the indicator title required reviewing and also the Corporate Plan.

With regard to Target T09 - Reduce the percentage of rent arrears by 10% through early invention and effective monitoring by 2019, the Chief Executive Officer noted that the percentage figure of rent arrears being reduced required inclusion in the report for Members information and also how the target compared with other councils. A Member added that the cause of rent arrears also required looking at.

Moved by Councillor J. Ritchie and seconded by Councillor T. Connerton

RESOLVED that 1) year two progress against the Corporate Plan 2015-2019 targets be noted,

2) Target T01 be withdrawn as noted in the report.

EXECUTIVE

REASON FOR DECISION: To keep Members informed of progress against the Corporate Plan Targets noting achievements and any areas of concern.

OTHER OPTIONS CONSIDERED: Not applicable as providing an overview of performance against agreed targets.

(Assistant Director – Customer Service and Improvement)

0901. THE LOCAL GOVERNMENT (ACCESS TO INFORMATION) ACT 1985

Moved by Councillor K. Reid and seconded by Councillor J. Ritchie

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

0902. NON KEY DECISION MEDIUM TERM FINANCIAL PLAN

Executive considered a report in relation to a proposal for a manager within the Council's Elections team to take voluntary redundancy from the Council as part of a review of Governance and Elections service.

Moved by Councillor K. Reid and seconded by Councillor J. Ritchie

RESOLVED that the recommendations as detailed in the report be approved.

REASON FOR DECISION: As outlined in paragraph 2.1 of the report.

OTHER OPTIONS CONSIDERED: As outlined in paragraph 4.1 of the report.

(Chief Executive Officer /Assistant Director – Human Resources and Payroll)

0903. KEY DECISION PROCUREMENT OF KERBSIDE RECYCLING WASTE COLLECTION SERVICE

Executive considered a report which recommended acceptance of the most economically advantageous tender received for the provision of the Council's kerbside recyclables waste collection service.

Moved by Councillor T. Connerton and seconded by Councillor K. Reid

RESOLVED that the recommendations as detailed in the report be approved.

REASON FOR DECISION: As outlined in paragraphs 2.1 and 2.2 of the report.

EXECUTIVE

OTHER OPTIONS CONSIDERED: As outlined in paragraphs 4.1 and 4.2 of the report.

(Executive Director – Operations/Assistant Director – Streetscene)

Having previously declared a Non Significant Other Interest, Councillor J. Ritchie stayed in the meeting whilst the following item of business was discussed but took no part in the discussion, the motion or voting on the item.

0904. PROCUREMENT – TANGENT PHASE 2

Executive considered a report which informed Members of the outcome of recent procurement exercises undertaken to appoint contractors for the management of and the construction of 7no. industrial units at The Tangent Business Hub.

Moved by Councillor S.W Fritchley and seconded by Councillor K. Reid
RESOLVED that the recommendations as detailed in the report be approved.

REASON FOR DECISION: As outlined in paragraph 2.1 of the report.

OTHER OPTIONS CONSIDERED: As outlined in paragraph 4.1 of the report.

The meeting concluded at 1050 hours.

Bolsover District Council

Executive

26 June 2017

Appointments of Representatives to Serve on Outside Bodies 2017/18 – Cabinet Functions

Report of the Leader and Portfolio Holder for Strategic Planning & Regeneration

This report is public

Purpose of the Report

- To confirm the appointment of Cabinet Members to serve on Outside Bodies 2017/18, exercising executive functions.

1 Report Details

- 1.1 At the Annual Meeting on 24 May 2017, the Council approved the appointments of Members to serve on Outside Bodies that operate Council functions, for the year 2017/18.
- 1.2 Appointments to Outside Bodies that operate executive functions are the responsibility of the Cabinet.
- 1.3 Attached to this report is a list of the organisations to which appointments are made. The table also specifies that Portfolio Holder nominated to serve on each organisation.
- 1.4 Unless otherwise specified on the attached list, the terms of office for each appointment will expire on the date of the next Annual Meeting of Council.

2 Conclusions and Reasons for Recommendation

- 2.1 To facilitate the appointment of members of the Cabinet to Outside Bodies.

3 Consultation and Equality Impact

- 3.1 Not applicable

4 Alternative Options and Reasons for Rejection

- 4.1 There are no alternative options recommended as failure to make appointments would result in the Council not being represented on the Outside bodies.

5 Implications

5.1 Finance and Risk Implications

5.1.1 None arising from this report.

5.2 Legal Implications including Data Protection

5.2.1 None arising from this report.

5.3 Human Resources Implications

5.3.1 None arising from this report.

6 Recommendations

6.1 That the representatives to serve on outside bodies for 2017/18, relating to Cabinet functions, as attached at Appendix 1, be approved.

7 Decision Information

Is the decision a Key Decision? A Key Decision is an executive decision which has a significant impact on two or more District wards or which results in income or expenditure to the Council above the following thresholds: <i>BDC: Revenue - £75,000</i> <input type="checkbox"/> <i>Capital - £150,000</i> <input type="checkbox"/> <i>NEDDC: Revenue - £100,000</i> <input type="checkbox"/> <i>Capital - £250,000</i> <input type="checkbox"/> <input checked="" type="checkbox"/> <i>Please indicate which threshold applies</i>	No
Is the decision subject to Call-In? (Only Key Decisions are subject to Call-In)	No
District Wards Affected	All
Links to Corporate Plan priorities or Policy Framework	All

8 Document Information

Appendix No	Title
1	Representatives on Outside Bodies 2017/18
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
Donna Cairns, Governance Manager	01246 242505.

Appendix 1

REPRESENTATIVES ON OUTSIDE BODIES 2017/18

CABINET FUNCTIONS

Organisation	Representative(s)
Age Concern Chesterfield & District	Deputy Leader and Cabinet Member for People and Places
Ambition Partnership Group	Deputy Leader and Cabinet Member for People and Places
Arts Derbyshire	Deputy Leader and Cabinet Member for People and Places
Association of Retained Council Housing (ARCH)	Deputy Leader and Cabinet Member for People and Places
Association for Public Service Excellence (a) National (b) Central Region	 (a) Cabinet Member for Community Safety and Street Services (b) Cabinet Member for Leisure and Social Enterprise
Bolsover Community Safety Partnership	Cabinet Member for Community Safety and Street Services
Bolsover Countryside Partnership	Cabinet Member for Leisure and Social Enterprise
Bolsover District Youth Advisory Panel	Deputy Leader and Cabinet Member for People and Places
Bolsover District Community Sports Forum	Cabinet Member for Leisure and Social Enterprise

Organisation	Representative(s)
Bolsover Partnership Board	Leader of the Council Deputy Leader of the Council
Bolsover Partnership – Health and Wellbeing Partnership	Cabinet Member for Leisure and Social Enterprise
Business Executive Advisory Group	Leader of the Council
Citizens Advice Bureau Board of Trustees	Cabinet Member for Corporate Services
Chesterfield and District Crematorium Joint Committee	Cabinet Member for Community Safety and Street Services Cabinet Member for Leisure and Social Enterprise
Chesterfield Royal Hospital NHS Foundation Trust	Cabinet Member for Leisure and Social Enterprise (Term expiring on 1 st January 2019)
Community Voluntary Partners	Deputy Leader and Cabinet Member for People and Places
Culture Derbyshire Board	Deputy Leader and Cabinet Member for People and Places
Defra Rural and Farming Network	Leader of the Council
Derbyshire Energy Partnership	Cabinet Member for Leisure and Social Enterprise
Derbyshire Economic Partnership (DEP)	Leader Deputy Leader (Substitute)
Derbyshire Children’s Trust Board	Deputy Leader and Cabinet Member for People and Places

Organisation	Representative(s)
Derbyshire Coalition for Inclusive Living	Deputy Leader and Cabinet Member for People and Places
Derby and Derbyshire Strategic Leadership Forum	Leader of the Council Deputy Leader of the Council Chief Executive Officer (non voting)
Derbyshire Health and Wellbeing Board	Cabinet Member for Leisure and Social Enterprise
Derbyshire Law Centre Management Committee	Cabinet Member for Corporate Services
Derbyshire Partnership Forum	Leader of the Council Deputy Leader of the Council (substitute) <i>Anti-Poverty Champion</i> Cabinet Member for Corporate Services
Derbyshire Safer Communities Board	Cabinet Member for Community Safety and Street Services
Derbyshire Sport	Cabinet Member for Leisure and Social Enterprise
Derbyshire Unemployed Workers Centre Bolsover Project	Cabinet Member for Efficiency and Business Development
D2 Joint Committee for Economic Prosperity	Leader of the Council Deputy Leader of the Council (Substitute)
D2N2 LEP	Leader of the Council (as substitute)
D2N2 Infrastructure Investment Board	Leader of the Council

Organisation	Representative(s)
Dragonfly Development Ltd Board	Cabinet Member for Leisure and Social Enterprise
East Midlands Councils	Leader of the Council
Groundwork Creswell	Cabinet Member for Leisure and Social Enterprise
Industrial Communities Alliance	Leader of the Council Deputy Leader 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)
Junction Arts	Deputy Leader and Cabinet Member for People and Places
LEADER Programme	Leader of the Council
Local Authorities Energy Partnership	Cabinet Member for Leisure and Social Enterprise
Local Government Association – General Assembly	Leader of the Council
Local Government Information Unit	Leader of the Council
Markham Employment Growth Zone (MEGZ) Liaison Committee	Leader of the Council

Organisation	Representative(s)
North East & Bolsover Learning Disability Partnership Board	Deputy Leader and Cabinet Member for People and Places
Older Persons Forum	Deputy Leader and Cabinet Member for People and Places
Peak District and Derbyshire Destination Management Partnership	Leader of the Council
Sheffield City Region Combined Authority	Leader of the Council Deputy Leader - Substitute
Sheffield City Region Local Enterprise Partnership (LEP) Board	Leader of the Council
Sheffield City Region Transport Committee	Leader of the Council
Shirebrook Business Services Board	Cabinet Member for Efficiency and Business Development
Two Shires Credit Union	Cabinet Member for Neighbourhood Services

Bolsover District Council

Executive

26th June 2017

Customer Service Standards and Compliments,
Comments and Complaints Report 2016/17 –
1st October 2016 to 31st March 2017 and Annual Summary

Report of the Portfolio Holder for Neighbourhood Services

This report is public

Purpose of the Report

- To provide information on the Council's performance in relation to its customer service standards.
- To provide information on the effective management of complaints and customer requests which is central to excellent customer service and the Council can use to improve its services.
- To provide information on the number of compliments, comments and complaints for the period 1st October 2016 to 31st March 2017
- 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 corporate performance between 1st October 2016 to 31st March 2017, by quarterly period. The report identifies 92% (94% achieved for Q3 and 91% 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 1

- Customer Service (& Improvement) 80%
- Planning 89%

- Revenues & Benefits 89%
- Property & Estates 91%

Quarter 2

- Leisure 83%
- Planning 85%
- Customer Service (& Improvement) 87%
- Revenues & Benefits 90%
- Property & Estates 91%
- Streetscene Services 91%
- Legal and Governance (excluding Elections) 92%

Cumulatively, corporate performance over the year is 93%, which meets the target.

Contact Centres

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

Contact Centres achieved 84% and 81% for quarters 3 & 4 respectively.

Cumulatively, this brings Contact Centre performance over the year to 80%, which meets the target. This is a significant improvement in the performance over the year (56% in 2015-16).

Revenues & Benefits

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

Revenues & Benefits 'direct dial' achieved 80% for both quarters 3 & 4.

Cumulatively, Revenues & Benefits 'direct dial' performance over the year is 77%, which exceeds their target and is an improvement on last year (74% in 2015-16).

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 2016 to 31st March 2017:

- 5,445 email enquiries (2,551 in Q3 and 2,894 in Q4) from the public were received through enquiries@bolsover.gov.uk
- All were acknowledged within one working day
- 97% were replied to in full within 8 working days

A significant increase in this form of communication during the last year has impacted on Contact Centre's ability to meet this target. This electronic form of communication is still an increasingly popular method of contact with the Council, with an annual total of 11,043 e-mail communications (8,869 in 2015-16, representing a 25% increase).

Cumulatively, performance over the year is 98%.

Face to face monitoring

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

Waiting times were monitored during the period of monitoring week commencing 25th July 2016. During the week 1,334 customers called into the Contact Centres 99.6% of which waited less than 20 minutes to be served. 99% or 1,320 waited less than 15 minutes to be served. This exceeds the target and demonstrates that we provide our customers with excellent service.

Compliments, Comments and Complaints

Compliments

Appendix 3 (A) shows the number of written compliments received for the period by department. In total 126 written compliments were received. A good cross section of compliments was received from customers appreciating excellent service, including 48 for the Leisure Department, 22 for Streetscene Services and 21 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 34 were acknowledged and passed to the respective department within the target time of 3 working days, for consideration when reviewing their service. Seventeen (17) comments were suggestions for the newly opened Go!Active Leisure Centre and their ideas, e.g. new/ different classes, were considered.

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

There was a spike in Leisure complaints following the opening of the Go!Active Leisure Centre. However, these were mainly snagging issues and have since been resolved.

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 20 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 2016/17 as at 26th May 2017. During this period, the Ombudsman (Local Government) made two decisions, both of 'Maladministration and injustice'; however in one the LGO closed the case as the Council had identified the issue and rectified it

- The Council offered an ex gratia payment of £161.10 to a landlord, this amount being the value of a second payment made to the tenant for the period 14th December 2015 to 28th December 2015. **LGO findings** The Council has accepted that from 15 December 2015 it should not have ignored the agent's statement that no rent had been paid. The Council agrees that it should have suspended payment at that point. The LGO considers that this is the point at which the Council was at fault. The Council had already offered £161 in respect of the payment it issued after 15 December. The LGO considers that this is an appropriate remedy which puts the complainant back in the position he would have been in if it had not been for the Council's fault. The LGO does not consider the Council should take any further action. For those reasons the LGO considers the Council is at fault but it has offered an appropriate remedy for the faults it identified. The LGO completed the investigation and closed the complaint.
- The Council failed to respond to emails from the complainant which resulted in it issuing a summons for non payment of council tax. The Council also failed to tell the complainant about the right of appeal against its decision to not give a single person's discount. **LGO findings** The LGO considers the summons was issued as a direct result of the Council's failure to respond to the emails the complainant sent in April 2016. The Council accepts that the complainant had been living in the house since 28 March 2016. It has told the complainant that it will not grant a single person's discount for the period 24 August 2015 to 30 November 2015 without proof that he was living in the house during that time. The complainant can appeal to the Valuation Tribunal if he disagrees with the Council's decision that he is not entitled to a single person's discount. The Council should have told the complainant about his right of appeal. It did not do so; this was fault.

Performance

Cumulatively, 99% of Formal Investigation complaints were responded to within 15 working days to date for the financial year 2016/17. It is pleasing to report that this exceeds the target of 95%.

Summary for 2016/17

The following tables provide a summary of performance for compliments, comments and complaints for 2016/17.

Volume and Performance

Volume by type	Q1	Q2	Q3	Q4	2016/17 Total	2015/16 Total	2014/15 Total
Compliments	77	61	44	82	264	324	167
Comments	7	29	8	26	70	50	48
Formal Investigation	32	34	29	81	176	127	121

Complaints (S2)							
Internal Review Complaints (S3)	4	11	9	11	35	39	20
Total	120	135	90	200	545	540	356
Stage 1 Complaints	69	84	29	42	224	273	310
% Comments acknowledged within standard (target 3 working days)	100%	100%	100%	100%	100%	100%	100%
% Stage 2 responded to within standard (target 95%)	100%	100%	97%	99%	99%	99%	96%
Average response in days (target 15 working days)	10	10	11	8	10	10	12
% Stage 3 responded to within standard (target 100%)	100%	100%	100%	100%	100%	100%	100%
Average response in days	13	13	15	17	14	14	16

When comparing 2016/17 to the previous year of 2014/15, the following is noted:

- There were fewer written compliments
- We have received more comments
- We have received slightly fewer frontline resolution complaints
- Received more formal investigation complaints
- Received slightly fewer 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.

Complaints Feedback

There was a spike in Leisure complaints in quarter 4, however the snagging issues with regard to the newly built leisure centre have now been resolved. Additionally, the Housing Department have improved their procedure in relation to complaints about contractors working on behalf of the Council.

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

<p>Is the decision a Key Decision? A Key Decision is an executive decision which has a significant impact on two or more District wards or which results in income or expenditure to the Council above the following thresholds:</p> <p><i>BDC:</i> <i>Revenue</i> - <i>£75,000</i> <input type="checkbox"/></p> <p> <i>Capital</i> - <i>£150,000</i> <input type="checkbox"/></p> <p><i>NEDDC:</i> <i>Revenue</i> - <i>£100,000</i> <input type="checkbox"/></p> <p> <i>Capital</i> - <i>£250,000</i> <input type="checkbox"/></p> <p><input checked="" type="checkbox"/> <i>Please indicate which threshold applies</i></p>	No
District Wards Affected	All wards
Links to Corporate Plan priorities or Policy Framework	Providing Our Customers with Excellent Service – retain Customer Service Excellence accreditation year on year Transforming Our Organisation – good governance.

8 Document Information

Appendix No	Title
Appendix 1	Customer Service Standards performance by quarterly period 2016/17
Appendix 2	Telephony performance by quarterly period 1/10/16 – 31/3/17
Appendix 3:	Compliments, Comments and Complaints information
A:	Compliments by department 1/10/16 – 31/3/17
B:	Comments by department 1/10/16 – 31/3/17
C:	Frontline resolution complaints by department 1/10/16 – 31/3/17
D:	Formal Investigation complaints by department 1/10/16 – 31/3/17
E:	Internal Review complaints by department 1/10/16 – 31/3/17
F:	Ombudsman complaints summary for 2016/17
<p>Background Papers (These are unpublished works which have been relied on to a material extent when preparing the report. They must be listed in the section below. If the report is going to Cabinet (NEDDC) or Executive (BDC) you must provide copies of the background papers)</p>	
Report Author	Contact Number
Customer Standards and Complaints Officer	Ext: 2353

Key Customer Service Standards - Performance Monitoring - 2016/17

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 (Stage Two)	% Responded to within 15 Working Days
Target		93%		80%		60%		100%	100%		99.0%		96%
April to June	20,444	95%	19,271	75%	14,398	70%	2,714	100%	98%	No monitoring undertaken		32	100%
Quarter 1 Cumulative	20,444	95%	19,271	75%	14,398	70%	2,714	100%	98%	0	0.0%	32	100%
July to September	18,519	93%	19,408	79%	12,331	76%	2,884	100%	99%	1,334	99.6%	34	100%
Quarter 2 Cumulative	38,963	94%	38,679	77%	26,729	73%	5,598	100%	99%	1,334	99.6%	66	100%
October to December	16,783	94%	16,541	84%	10,882	80%	2,551	100%	96%	No monitoring undertaken		29	97%
Quarter 3 Cumulative	55,746	94%	55,220	79%	37,611	75%	8,149	100%	98%			95	99%
January to March	21,077	91%	20,006	81%	13,088	80%	2,894	100%	98%	No monitoring undertaken		81	99%
Quarter 4 Cumulative	76,823	93%	75,226	80%	50,699	77%	11,043	100%	98%	1,334	99.6%	176	99%

Appendix 1

Appendix 2 - Telephony Figures 1/10/16 – 31/3/17

Corporate target 93%	Q3			Q4		
	Total	Total in standard	%age	Total	Total in standard	%age
Department (by directorate)						
Growth Directorate						
CEO/CEPT	554	552	100%	652	650	99%
Planning	1433	1276	89%	1464	1246	85%
Economic Growth	170	167	98%	128	120	93%
Legal & Governance	459	413	90%	517	476	92%
Legal & Governance - Elections	244	239	98%	407	387	95%
	2860	2647	93%	3168	2879	92%
Operations Directorate						
Revenue & Benefits	1439	1278	89%	1697	1539	90%
Property & Estates	1004	914	91%	1020	936	91%
Financial Services	553	544	98%	667	652	97%
Housing	2910	2765	95%	3412	3232	94%
Housing Depot	4131	3893	94%	3622	3408	94%
Streetscene Services	2213	2069	94%	2537	2321	91%
	12250	11463	94%	12955	12088	93%
Transformation Directorate						
Customer Service (& Improvement)	190	151	80%	174	151	87%
Leisure	776	738	95%	4147	3448	83%
HR & Payroll	486	474	98%	337	333	99%
(Customer Service) & Improvement	221	219	99%	296	293	99%
	1673	1582	95%	4954	4225	85%
Total	16783	15692	94%	21077	19192	91%
Contact Centres Target 80%						
Contact Centres	16,541	13,832	84%	20,006	16,213	81%
Revenues & Benefits Target 60%						
Benefits	4454	3733	84%	5091	4366	86%
Billing	3679	2777	75%	4553	3220	71%
Business Rates	310	236	76%	388	284	73%
Recovery	2439	1922	79%	3056	2656	87%
Total	10882	8668	80%	13088	10526	80%
Abandonage						
	Total	Answered	Abandon %age	Total	Answered	Abandon %age
Contact Centres Abandoned	16,696	16,541	1%	21,194	20,006	1%
Revenues & Benefits Abandoned						
Benefits	4658	4454	4%	5142	5091	1%
Billing	3928	3679	6%	4947	4553	8%
Business Rates	333	310	7%	415	388	7%
Recovery	2552	2439	4%	3111	3056	2%
Revenues & Benefits Abandoned	11471	10882	5%	13615	13088	4%

Appendix 2 - Telephony Figures 1/10/16 – 31/3/17

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

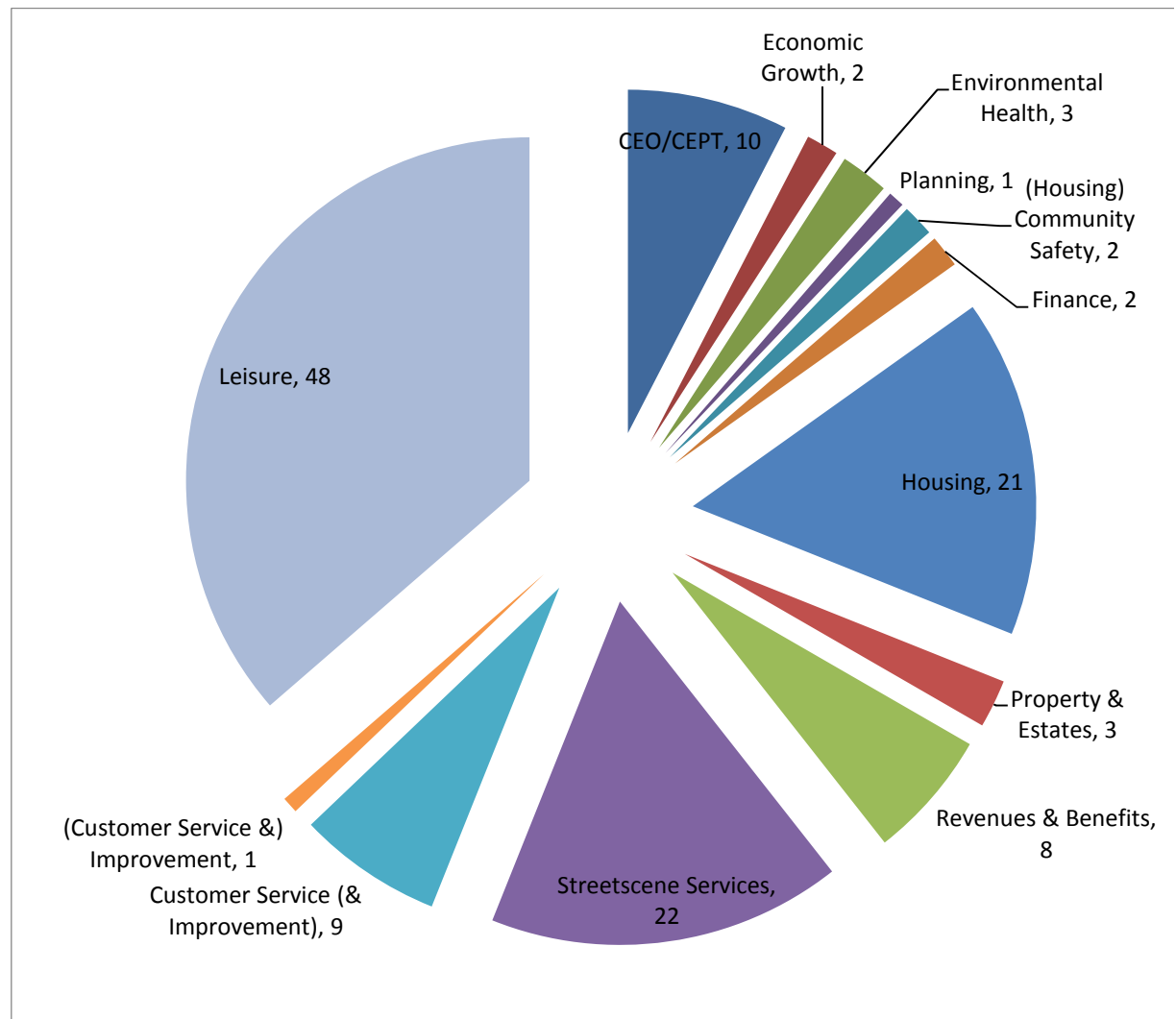
Picked up by a group pick up within 20 seconds

Which ring off within 20 seconds

Does not meet target

Appendix 3

A- Compliments 1/10/16 – 31/3/17		Number	Percentage of all compliments received
Growth	CEO/CEPT	10	7.6%
	Economic Growth	2	1.5%
	Environmental Health	3	2.3%
	Planning	1	0.7%
		16	12.1%
Operations	(Housing) Community Safety	2	1.5%
	Finance	2	1.5%
	Housing	21	15.9%
	Property & Estates	3	2.3%
	Revenues & Benefits	8	6.1%
	Streetscene Services	22	16.7%
		58	44.0%
Transformation	Customer Service (& Improvement)	9	6.8%
	(Customer Service &) Improvement	1	0.7%
	Leisure	48	36.4%
	58	43.9%	
Total		132	100.0%



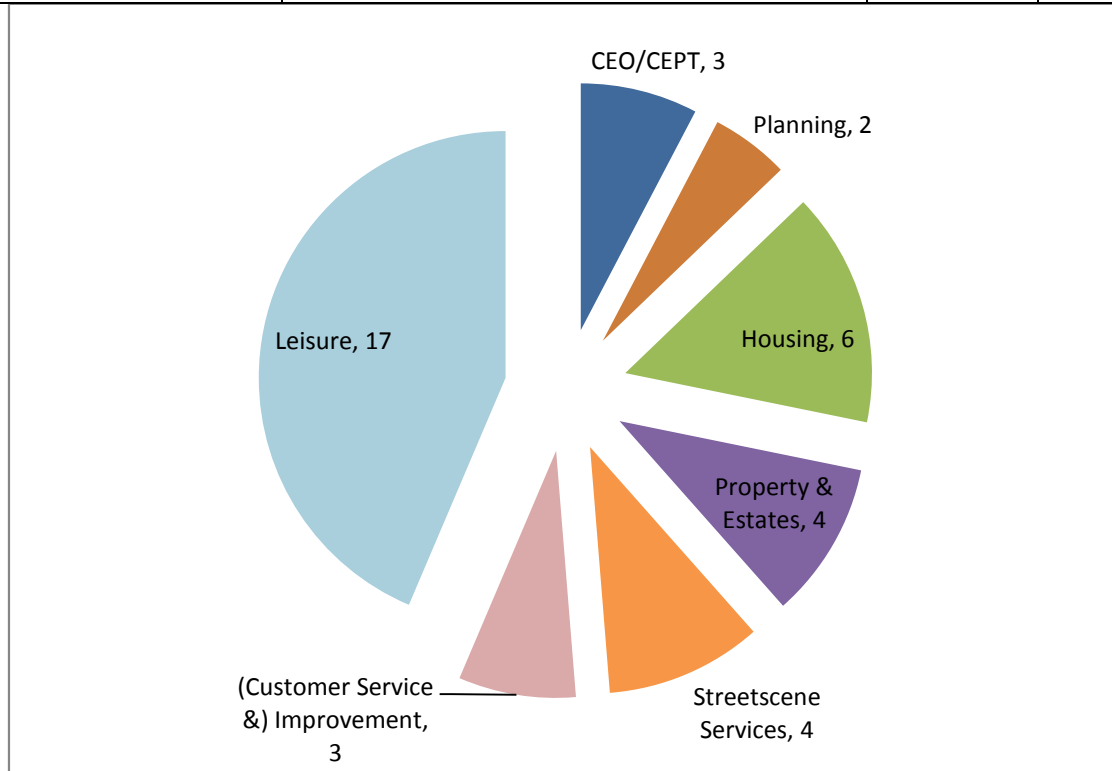
Compliments included:

25 compliments from various attendees at the Annual Sports Awards thanking staff for a very enjoyable and well organised event. It was absolutely amazing, there is so much talent in Bolsover District. Makes us all so very proud.	Leisure
Thank you to the refuse teams for getting their lorries down the roads in Tibshelf despite the obstructions	Streetscene Services
Customer wanted to say thank you to the fellas that put his new boiler in. He's only just been discharged from hospital and has come home to a warm bungalow. He said that the chaps had done a great job, and his wife mentioned how clean and tidy they were while doing the installation.	Housing Property & Estates
I'd like to say what an absolutely fantastic course it was and how good the Sports Development Officers were. They were so patient and encouraging to all the children. It was amazing to see how all the children progressed and became more and more confident as the weeks went by. Please pass on my thanks to the Sports Development Officers.	Leisure
Thank you for all your help and patience with our rent arrears, we will soon be paid up and owe no more arrears and then we will get 1 rent free week and start paying again from 2nd January 2017 so hopefully	Housing

now we owe nothing so good start to the New Year . I know it has been a struggle to get the arrears off and clear now just want to say thank you for being patient with us but we got there in the end so thank you again.	
I would like to take this opportunity to thank you for you & your team's hard work & assistance in enabling this first 6 months of Lighthouse Homes, Shirebrook being so successful. We have increased your workload & stretched an already tight budget, but because of you & your team's dedication & integrity in doing your jobs to the best of your ability 15 men will be spending this Christmas in a safe, warm & joyful environment when otherwise they would have been homeless, not to mention the many more we have supported over the past 6 months. So once again I would personally like to send my sincere gratitude to you & your team.	Revenues & Benefits
We came this morning and the disabled facilities are WOW!!! Finally can change her baby on a table, the pool pod was excellent and staff brill!!	Leisure
Customer said how nice, understanding and helpful the Customer Advisor was when discussing her Rent and Council Tax accounts. She said they made her feel that if she should ever be worried again, that she could contact them and feel confident that they would always try and assist where possible	Customer Service (& Improvement)
Thanks to the Partnership Team for their sterling work	CEPT
Very grateful for the grounds maintenance work which has been carried out.	Streetscene Services
Bolsover Council always seems very efficient compared to some other local authorities I have dealt with in relation to Empty Property Grant charges/ Local Land Charges! I'm obliged by your prompt response.	Environmental Health
A big Thank You to all the friendly staff who've been helping me getting healthier through the Wellness program.	Leisure

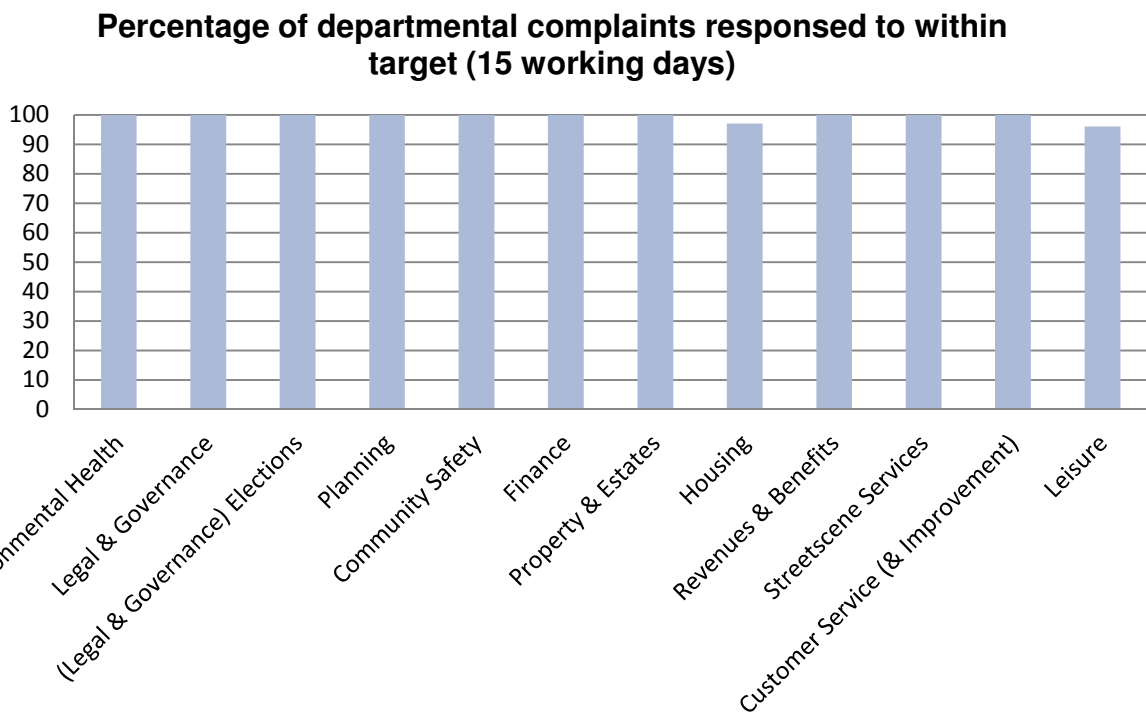
B - Comments 1/10/16 – 31/3/17		Number	Percentage of all comments received
Growth	CEO/CEPT	3	7.7%
	Economic Growth		
	Environmental Health		
	Legal & Governance		
	(Legal & Governance) Elections		
	Planning	2	5.0%
		5	12.7%
Operations	(Housing) Community Safety		
	Finance		
	Housing	6	15.4%
	Property & Estates	4	10.3%
	Revenues & Benefits		
	Streetscene Services	4	10.3%
		14	36.0%

Transformation	Customer Service (& Improvement)		
	(Customer Service &) Improvement	3	7.7%
	HR & Payroll		
	ICT		
	Leisure	17	43.6%
		20	51.3%
Total		39	100%



C – Number of Frontline Resolution (Stage 1) complaints via Contact Centre Customer Information System (Firmstep) 1/10/16 – 31/3/17		Number	Percentage within timescale of 3 working days
Growth	Environmental Health	2	50%
Operations	Housing (Community Safety)	1	0%
	Housing (Repairs)	3	66.6%
	Housing (Other)	1	100%
	Property & Estates	2	0%
	Revenues & Benefits	3	0%
	(Streetscene Services) Refuse	44	93%
	(Streetscene Services) Grounds Maintenance	6	66.6%
Transformation	Customer Service (Contact Centres)	5	100%
	Leisure	4	50%
Total		71	79%

D – Number of Formal Investigation (Stage 2) complaints 1/10/16– 31/3/17		Number	Within timescale of 15 working days	Out of timescale
Growth	CEO/CEPT			
	Economic Growth			
	Environmental Health	16	16	
	Legal & Governance	2	2	
	(Legal & Governance) Elections	1	1	
	Planning	11	11	
		30	30	
Operations	Community Safety	1	1	
	Finance	6	6	
	Housing	33	32	1
	Property & Estates	4	4	
	Revenues & Benefits	13	13	
	Streetscene Services	28	28	
		85	84	1
Transformation	Customer Service (& Improvement)	14	14	
	(Customer Service & Improvement)			
	HR & Payroll			
	ICT			
	Leisure	25	24	1
		39	38	1
Total		154	152	2



E – Number of Internal Review (S3) complaints 1/10/16 – 31/3/17		Number	Within timescale of 20 working days	Out of timescale
Growth	CEO/CEPT			
	Economic Growth			
	Environmental Health	6	6	
	Legal, Governance & Elections	1	1	
	Planning	3	3	
		10	10	
Operations	Community Safety			
	Finance			
	Housing	8	8	
	Property & Estates	1	1	
	Revenues & Benefits	3	3	
	Streetscene Services	5	5	
		17	17	
Transformation	Customer Service (& Improvement)	1	1	
	(Customer Service & Improvement)	1	1	
	HR & Payroll			
	ICT			
	Leisure			
		2	2	
Total		29	29	

Appendix 3

Date Received	F - Ombudsman's Summary 2016/17	Departments Involved	Date Decision Letter Received	Ombudsman Decision
21/03/16*	Wants compensation for loss of revenue caused by tenant -	Revenues & Benefits	05/07/16	Upheld: maladministration and injustice - case closed as the Council had identified the issue and rectified it
21/04/16*	Assessment Stage: Loss of historic hedge has resulted in loss of privacy	Planning	27/04/16	Closed after initial enquiries - no further action This is because the Council has properly considered its powers and there is no evidence of fault
27/07/16*	Assessment Stage: Elected Member complaint	Legal, Governance & Elections	15/08/16	Closed after initial enquiries - no further action - this is because it is unlikely the Council has acted with fault.
11/08/16*	Complainant is not happy with his liability for Council Tax	Revenues & Benefits	27/10/16	Upheld: maladministration and injustice
21/09/16*	Not happy that he has to submit a planning application for what he thinks is permitted development	Planning	25/10/16	Closed after initial enquiries - out of jurisdiction
16/02/17*	Landlord wants housing benefit paid directly to him to the up to the time he evicted the tenant	Revenues & Benefits	16/02/17	Closed after initial enquiries – no further action - this is because the LGO cannot question whether a Council's decision is right or wrong because a complainant disagrees with it, the outstanding rent arrears are the tenant's responsibility and there is insufficient evidence of fault

*LGO – Local Government Ombudsman

**HO – Housing Ombudsman (none this period)

Bolsover District Council

Executive

26th June 2017

**Bolsover Partnership Funding and Performance Monitoring
April 2016 to March 2017**

Report of the Leader and Portfolio Holder for Strategic Planning & Regeneration

This report is public

1 Purpose of the Report

1.1 The attached report titled 'Bolsover Partnership Funding and Performance Monitoring April 2016 to March 2017':

- Reports on key activities that the Partnership Team has been working on between April 2016 and March 2017
- 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 the investment
- Provides an overview of the Council's Business Growth Fund in Bolsover and the impact of the investment
- Highlights case studies demonstrating the impact of project activity to local people
- Updates Partnership progress against actions agreed in the Economic Development & 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

<p>Is the decision a Key Decision? A Key Decision is an executive decision which has a significant impact on two or more District wards or which results in income or expenditure to the Council above the following thresholds: <i>BDC:</i> <i>Revenue - £75,000</i> <input type="checkbox"/> <i>Capital - £150,000</i> <input type="checkbox"/> <i>NEDDC:</i> <i>Revenue -</i> <i>£100,000</i> <input type="checkbox"/> <i>Capital - £250,000</i> <input type="checkbox"/> <input checked="" type="checkbox"/> <i>Please indicate which threshold applies</i></p>	<p>No</p>
<p>District Wards Affected</p>	<p>All</p>
<p>Links to Corporate Plan priorities or Policy Framework</p>	<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 2016 to March 2017
<p>Background Papers (These are unpublished works which have been relied on to a material extent when preparing the report. They must be listed in the section below. If the report is going to Cabinet (NEDDC) or Executive (BDC) you must provide copies of the background papers)</p>	
Report Author	Contact Number
Laura Khella Partnership Programme Management Consultant	01246 242302

Bolsover District Council

Executive

26 June 2017

Medium Term Financial Plan - Financial Outturn 2016/17

Report of the Leader and Portfolio Holder for Strategic Planning & Regeneration

This report is public

Purpose of Report

- To inform Executive of the financial outturn position of the Council in respect of the 2016/17 financial year.

1 Background Information

- 1.1 The Council published its Draft Statement of Accounts in respect of 2016/17 on 26 May, in line with the target date of 31 May which had been set to reflect the forthcoming change in the statutory deadline next year. The draft Statement of Accounts 2016/17 is now subject to the independent audit from the Council's external auditors, KPMG. Until the accounts have been agreed by our external auditors, there remains the possibility that they will be subject to amendment. It is anticipated that the external audit will be completed during July in order to allow the final audited accounts to be reported to and approved by the Audit Committee at its meeting of 24 July 2017.
- 1.2 International Financial Reporting Standards (IFRS) dictates that the main focus of the Statement of Accounts is on reporting to the public in a format which is directly comparable with every country that has adopted IFRS i.e. not just UK or even other local authorities. By contrast, the focus of this report is on providing management information to Members and other stakeholders to assist in the financial management of the Council.
- 1.3 The following sections of this report will consider the 2016/17 outturn position in respect of the General Fund Revenue Account, the Housing Revenue Account (HRA), the Council's Capital Investment Programme and Treasury Management activities. Within the report, consideration is given to the level of balances at the year end, to any impact on the Council's Medium Term Financial Plan of the outturn position, together with an assessment of the impact which the closing position has upon the Council's budgets in respect of the current financial year.

2 Issues for Consideration

General Fund Revenue Account

- 2.1. The Council's original budget for 2016/17 approved by Council on 1st February 2016 included an unidentified savings target amounting to £0.055m. During 2016/17 the Council has worked to address this shortfall and the ongoing requirement to address its underlying budget position against the background of ongoing reductions in the level of Central Government funding. As a result of this programme of work the Council had reached a position whereby at the time of the Revised Budget in February 2017 a contribution to reserves of £0.424m was anticipated. The actual outturn position has further improved the under spend to one of £1.433m which has been allocated to the Transformation Reserve. This funding is now available for Members to allocate to investments intended to enhance or protect service delivery during a period when the level of Central Government support to local government will continue to be reduced. The main reason underlying the improvement in the Council's financial performance arose from increased income from the Derbyshire Business Rates Pool of £0.393m, planning income of £0.203m and a distribution from the crematorium of £0.164m. These amounts totalling £0.760m arose from circumstances outside of the Council's direct control. In addition, the Council policy of robust financial management secured further in year savings totalling £0.673m.
- 2.2. Where possible, officers will be bringing forward further reports so that where appropriate these budget underspends are captured and are used to reduce the planned level of spending in future years. This will help address the projected underlying shortfall of £1.8m which the Council is facing in the period to March 2021. It needs to be recognised, however, that many of the savings identified in the 2016/17 outturn position do not reflect permanent changes in the Council's income and expenditure patterns. In particular the levels of increased income from planning income and rental income at Pleasley Vale reflect the wider national economic recovery. Over the past few years Government support from the Transitional Grant and Efficiency Grant has funded restructuring costs and investments in improving service efficiency thus avoiding the requirement to charge them to the General Fund. While Efficiency Grant continues to be available to the Council during the current financial year (2017/18) it is unlikely to be available beyond 2019/20 when local authorities are facing more significant levels of financial cuts.
- 2.3. While part of the Council's success in addressing the reduction in the level of Government Grant can be attributed to higher than anticipated levels of income arising from national economic growth, it also needs to be recognised that the Council has agreed a range of policies which have ensured that we are well placed to take advantage of the wider position, and are able to promote improvements in service efficiency. The additional funding from the Growth Agenda combined with the cost reduction arising from the Transformation Agenda have combined to protect service delivery to local residents. In addition to the Growth and Transformation agenda, there is an effective culture of financial management across the authority under which cost centre managers have worked hard to minimise expenditure and to optimise the level of income. While the impact at the level of individual cost centres is often relatively limited, there is a more

significant cumulative impact when overall income and expenditure trends are brought together.

- 2.4 The position in respect of the General Fund outturn is detailed in **Appendix A** attached. The Appendix compares the Current Budget with the Outturn. The Current Budget is effectively the approved budget adjusted for further approvals by Members, together with financial virements. The current budget is detailed within the financial ledger and is the position which budget managers work to.
- 2.5 As previously agreed through Council, both the savings of £1.433m, together with the Efficiency Grant received in the year have been transferred into the Transformation Reserve resulting in the balance on the Transformation Reserve being one of £6.242m at the year end. While the Council has other general fund reserves available - a General Fund balance of £2.000m and other General Fund earmarked reserves of £2.369m - the Transformation Reserve is effectively the level of reserves which are available to support new initiatives, service reorganisation and restructure. Given the ongoing impact of the austerity agenda Council has previously agreed that the Transformation Reserve will be utilised to facilitate an Invest to Save approach to help ensure the sustainability of both the Council's financial position and the services provided to local residents. While the balance of the Transformation Reserve currently amounts to £6.242m Executive should note that there are a range of commitments against the reserve. It is anticipated that by the end of June 2017 the level of uncommitted Transformation Reserve will have fallen to one of £2m. It needs to be recognised that initiatives to promote the Council's growth and transformation agenda are likely to come at significant cost and that the remaining Reserve may be fully utilised on a limited number of investments.
- 2.6 Appendix C provides details of the movement in 'Earmarked Reserves' which helps ensure that Members have full details of the Council's financial position.
- 2.6 As outlined above Officers have commenced a piece of work to identify where the evidence from the 2016/17 outturn indicates that it is appropriate to reduce budgets for both 2017/18 and future years in order to secure a contribution to the Council's savings targets. The results of that work will be reported to a future meeting of Executive for consideration.

3 Housing Revenue Account (HRA)

- 3.1 The Housing Revenue Account recorded a favourable variance of £0.588m against the Revised Budget. These savings have been transferred into the Major Repairs Reserve where they will be used to fund future investment in tenant's homes. Full details are provided in **Appendix B** to this report. The Housing Revenue Account position shows overall expenditure was £0.550m below the revised budget (column C) and income £0.038m more than anticipated, giving a net cost of services favourable variance of £0.588m for the financial year 2016/17.
- 3.2 The net cost of service was then adjusted to take account of the increased interest and depreciation costs, and transfers to and from reserves.

- 3.3 The HRA balance has improved – in line with the budget – by an amount of £14k with balances at the year-end amounting to £1.905m. This is an appropriate level to help secure the operational and financial sustainability of the HRA in the light of the HRA Risk Register.

Capital Investment Programme

- 4.1 The capital expenditure incurred by the Council in 2016/17 is detailed on a scheme by scheme basis in **Appendix D** (attached). It can be seen from the appendix that the Council's capital spend in the financial year was £13.289m (£6.913m General Fund and £6.376m HRA). Overall expenditure was £5.120m below the revised budget (£1.501m General Fund and £3.619m HRA).

4.2 General Fund Schemes

During the year the Council completed work on the enhanced Leisure facilities at Clowne. Within the General Fund the majority of the under spend in the year relates to Assets (£0.925), the majority of which will be carried forward to 2017/18. Other General Fund schemes show a net under spend of £0.576m. With respect to the under spend of £1.501m on the General fund, £1.444m is planned to take place in 2017/18 and accordingly it is recommended that Executive agree to allow the associated funding to be taken forward.

4.3 HRA Schemes

During the year the Council spent £1.247m on heating upgrades, £0.843m on reroofing work, £0.537m on External Wall Insulation and £0.355m on replacement kitchens. This work has secured significant improvements to tenant's homes. In addition the Council expended over £1.658m on progressing its agreed objective of building 100 new Council homes. Again with respect to the under spend of £3.619m it is recommended that £3.518m be approved for carry forward into 2017/18.

4.4 Capital Financing

The Capital Programme was financed as follows:-

	Revised Budget 2016/17 £000	Actual 2016/17 £000	Variance £000
HRA			
Major Repairs Reserve	(6,788)	(4,211)	(2,577)
Prudential Borrowing	(2,120)	(1,291)	(829)
HRA Vehicle Reserve	(578)	(413)	(165)
External Funding	(509)	(461)	(48)
Total	(9,995)	(6,376)	(3,619)
General Fund			
	Revised Budget 2016/17 £000	Actual 2016/17 £000	Variance £000
Capital Grants and Contributions	(475)	(446)	(29)

Prudential Borrowing – Gen Fund	(4,422)	(3,982)	(440)
Reserves	(2,023)	(1,371)	(652)
External Funding	(112)	(121)	9
Capital Receipts	(1,382)	(993)	(389)
Total	(8,414)	(6,913)	(1,501)
Grand Total	(18,409)	(13,289)	(5,120)

4.5 HRA Capital Financing

The spending on the HRA programme was £3.619m below the Revised Budget, with any unutilised resources carried forward.

Prudential borrowing of £1.291m was undertaken in 2016/17 to finance the new build property schemes.

4.6 General Fund Capital Financing

Officers have sought to minimise the need to undertake prudential borrowing when completing the financing of the capital programme where ever possible. Prudential borrowing of £3.982m was undertaken in 2016/17 for vehicles and the Clowne Leisure scheme, in accordance with approved budgets.

4.7 Capital Receipts

The table below summarises the capital receipts received and used by the Council in 2016/17:

Capital Receipt	Net Receipts in year £000	Available Capital Receipts £000
Available Receipts 1 April 2016		(2,612)
2016/17		
Sale of Council Houses (47 sales)	(2,049)	
Other Land Sales	0	
Less - Pooling Costs	466	
Less - Allowable Debt (used to repay HRA debt)	1,138	
Sub – Total		(445)
Used for Capital Financing in 2016/17		993
Total Available Receipts 31 March 2017		(2,064)

5 Treasury Management

5.1 At **Appendix E** is a summary of the Treasury Management activity of the Council for 2016/17. In summary the Council operated throughout 2016/17 within the Authorised Limit and Operational Boundary limits approved in the Treasury Management strategy approved by the Council in February 2016.

5.2 The key facts from the report are:

- The overall borrowing requirement of the Council is £98.882m at 31 March 2017.
- The PWLB debt is £103.100m
- £1m was repaid to PWLB in 2016/17
- No new PWLB borrowing was undertaken in 2016/17
- The HRA headroom at 31 March 2017 is £23.788m
- PWLB interest paid in 2016/17 was £3.670m
- Interest received on investments was £0.169m
- The Council had £42.0m invested at 31 March 2017

6 Conclusions and Reasons for Recommendation

6.1 General Fund

The Council has successfully met its savings target in respect of 2016/17 and has effectively managed its financial position to allow a contribution to the Transformation Reserve of £1.433m. While at the end of the financial year the Transformation Reserve amounted to £6.242m, with a further amount of £0.654m Efficiency Grant agreed to be transferred into the Reserve in 2017/18 it needs to be recognised that there are significant commitments as approved by Members against the Reserve. On the basis that all recommendations to this meeting of Executive are accepted the reserve will have only £2m of uncommitted resources. As part of the review of the Medium Term Financial Plan which will be undertaken during the course of the current financial year Officers will give consideration to the use of capital receipts to fund certain of the agreed expenditure in order to protect the level of the Transformation Reserve for future years. While there are significant calls against the Transformation Reserve it does need to be recognised that the majority of these plans secure ongoing savings in the Council's revenue budgets which are crucial if the Council is to operate effectively against a background of ongoing Central Government funding reductions.

Officers will evaluate the 2016/17 financial outturn to identify areas where the budget can be reduced in respect of 2017/18 and future financial years. While it would be reasonable to anticipate that some savings will be secured some of the income growth and expenditure reductions had already been built into budgets for 2017/18 and future years whilst other savings which arose in 2016/17 cannot be relied upon to re-occur in the current or future financial years. The contribution to the Transformation Reserve has, however, provided the Council with resources to progress its Growth and Transformation agendas in order to protect the level of services to local residents.

6.2 HRA

The HRA has delivered an under spend of £0.588m which has been used to increase the level of the Major Repairs Reserve. The HRA continues to operate within the parameters established by the Business Plan and MTFP.

6.3 Capital Programme

The Capital Programme details total expenditure of £13.289m in to a range of projects designed to deliver services and progress the Council's priorities.

Appendix D shows that a number of schemes are ongoing and therefore both the expenditure and resources relating to these approved schemes will need to be carried forward to 2017/18. The Capital Programme was fully funded from within agreed resources during the year.

6.4 Treasury Management

During 2016/17 the Council has continued to operate within the framework established by the Treasury Management Strategy as approved in February 2016.

7 Consultation and Equality Impact

7.1 No direct implications.

8 Alternative Options and Reasons for Rejection

8.1 The financial outturn report for 2016/17 is primarily a factual report which details the outcome of previously approved budgets therefore there are no alternative options to consider.

8.2 The allocation of resources to earmarked reserve accounts has been determined in the light of the previously agreed policies of the Council. If the issues and risks currently anticipated do not materialise or are settled at a lower cost than anticipated then the earmarked reserve will be reassessed and returned to general balances.

9 Financial and Risk Implications

9.1 The financial implications are set out within the body of the report.

9.2 Members should note that the budgets against which we have monitored the 2016/17 outturn were those agreed within the Council's Medium Term Financial Plan. The Medium Term Financial Plan gave careful consideration to both the affordability of the budgets that were approved, and to ensuring that the level of balances remained adequate for purposes of enabling sound financial management. The fact that the outturn position for 2016/17 indicates that these financial targets have been achieved, gives the Council a firm foundation from which to achieve the service delivery and financial targets approved within the current Medium Term Financial Plan.

9.3 The issue of Financial Risk is covered throughout the report. The risk of not achieving a balanced budget, together with the risk that the Council's level of financial balances will be further eroded are currently key corporate risks identified on the Council's Strategic Risk Register. The outturn report shows that the Council's approach to mitigating these risks during 2016/17 has been successful, with our budgets balanced and the level of financial reserves improved.

9.4 While the Council has effectively addressed its Strategic Financial Risks during 2016/17 it needs to be recognised that the Council will need to continue to meet a range of challenging savings targets if it is to operate effectively within the financial environment established by the Comprehensive Spending Review.

10 Legal Implications including Data Protection

10.1 The Statement of Accounts is required to be prepared by the 30 June each year. The Council has now completed the accounts and they have been signed off by the Chief Financial Officer as at the 26 May 2017 which secures compliance with the Council's legal obligations.

11 Human Resources Implications

11.1 There are no Human Resources issues arising directly from this report.

12 Recommendations

12.1 That Members note the report and in particular the Council's financial outturn position in respect of 2016/17.

General Fund

12.2 That Members request the Accountancy Section to undertake a review of the under spend position of 2016/17 to determine where budget changes may be made to the 2017/18 and future budgets.

Housing Revenue Account

12.3 That Members note the outturn position of the HRA and the level of balances held at 31 March 2017 of £1,904,719.

Capital Programme

12.4 That Members approve the proposed carry forward of capital budgets detailed in **Appendix D** and totalling £4,961,541.

Treasury Management

12.5 That Members note the Treasury Management position as at 31 March 2017.

13 Decision Information

<p>Is the decision a Key Decision? A Key Decision is an executive decision which has a significant impact on two or more District wards or which results in income or expenditure to the Council above the following thresholds:</p> <p><i>BDC:</i> <i>Revenue</i> - £75,000 <input type="checkbox"/> <i>Capital</i> - £150,000 <input type="checkbox"/></p> <p><i>NEDDC:</i> <i>Revenue</i> - £100,000 <input type="checkbox"/> <i>Capital</i> - £250,000 <input type="checkbox"/></p> <p><input checked="" type="checkbox"/> <i>Please indicate which threshold</i></p>	No
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<i>applies</i>	
District Wards Affected	Not directly
Links to Corporate Plan priorities or Policy Framework	The Council's budgets are linked to its corporate priorities in order to ensure that expenditure is directed towards securing the Council's Corporate Plan priorities.

14 **Document Information**

Appendix No	Title
A	General Fund Summary 2016/2017
C	HRA Income and Expenditure Account 2016/2017
D	Earmarked Reserves and Balances
E	Capital Programme 2016/17
F	Treasury Management 2016/17
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)	
Held in Financial Services	
Report Author	Contact Number
Assistant Director – Finance, Revenues & Benefits	2214

GENERAL FUND SUMMARY

Appendix A

	Original Budget 2016/2017 £	Current Budget 2016/2017 £	Actuals 2016/2017 £	Variance 2016/2017 £
Growth Directorate	3,328,063	2,968,596	2,395,183	(573,413)
Operations Directorate	6,625,192	6,483,516	6,204,922	(278,594)
Transformation Directorate	2,972,580	3,184,434	3,061,984	(122,450)
Recharges to HRA	(3,410,307)	(3,410,307)	(3,410,307)	0
<u>Year end entries</u>				
Net change in Provision for bad debts			(22,361)	(22,361)
Increase in Legal Provision			60,669	60,669
Year end Capital admin allowance			(63,500)	(63,500)
<u>S106 Expenditure</u>				
Growth	0	(3,376)	(3,376)	(0)
Transformation	177,734	167,860	167,860	0
Net Cost of Services	9,693,262	9,390,723	8,391,074	(999,649)
<u>Debt Charges</u>	666,752	727,744	707,542	(20,202)
<u>Investment Interest</u>	(158,988)	(113,414)	(152,527)	(39,113)
	10,201,026	10,005,053	8,946,090	(1,058,963)
Appropriations:				
<u>Contributions to Reserves:</u>	1,060,597	1,160,879	1,160,879	0
<u>Contribution from Earmarked Reserves:</u>	(170,501)	(553,077)	(553,077)	0
<u>Contribution from NNDR Growth Protection Reserve</u>	0	(859,831)	(859,831)	0
<u>Contribution (from)/to Holding Accounts</u>	(152,340)	(187,304)	(187,304)	0
<u>Contribution (from) Grant Accounts</u>	(31,603)	(3,539)	(3,539)	0
<u>Contribution from S106 Holding A/cs</u>	(177,734)	(164,484)	(164,484)	0
TOTAL EXPENDITURE	10,729,445	9,397,697	8,338,733	(1,058,963)
Parish Precepts	2,387,172	2,387,172	2,387,172	0
Council Tax Support Grant - Parish	308,723	308,723	308,723	0
TOTAL SPENDING REQUIREMENT	13,425,340	12,093,592	11,034,628	(1,058,963)
<u>Revenue Support Grant from SFA</u>	(2,456,990)	(2,456,990)	(2,456,991)	(1)
<u>Business Rates Retention from SFA</u>				0
NNDR Pooling - Levy share	(200,000)	(200,000)	(593,424)	(393,424)
Proportionate share	(9,849,963)	(9,450,612)	(9,450,612)	0
Tariff payable	5,731,357	5,623,898	5,623,898	0
Section 31 grants received	(347,437)	(276,155)	(323,121)	(46,966)
Section 31 multiplier cap	(60,351)	(55,649)	(55,649)	0
Levy payment	867,334	712,334	1,278,653	566,319
New Homes Bonus	(1,315,502)	(1,321,635)	(1,321,636)	(1)
COUNCIL TAX - BDC precept	(3,260,672)	(3,324,255)	(3,329,235)	(4,980)
Council tax - Parish element from above	(2,387,172)	(2,387,172)	(2,387,172)	0
Council Tax Collection Fund Surplus	(91,310)	(91,310)	(91,310)	0
NNDR Collection Fund deficit	0	648,956	647,151	(1,805)
Miscellaneous un-ringfenced grants	0	(8,103)	(8,103)	0
TOTAL FUNDING	(13,370,706)	(12,586,693)	(12,467,551)	119,142
BALANCE	54,634	(493,101)	(1,432,923)	(939,821)

Housing Revenue Account 2016/17

Appendix B

Description	A Revised Budget £	B Actual £	C Variance £
Expenditure			
Repairs and Maintenance	4,693,223	4,412,341	(280,882)
Supervision and Management	4,849,759	4,792,310	(57,449)
Special Services	623,049	475,355	(147,695)
Supporting People - Wardens	575,453	544,246	(31,207)
Supporting People - Central Control	218,003	210,443	(7,560)
Tenants Participation	73,712	63,479	(10,233)
Provision for Doubtful Debts	150,000	134,287	(15,713)
Debt Management Expenses	7,500	8,509	1,009
Total Expenditure	11,190,699	10,640,969	(549,730)
Income			
Rents	(20,497,121)	(20,560,479)	(63,358)
Garage Rents	(137,696)	(141,083)	(3,387)
Supporting People - Wardens	(341,680)	(326,227)	15,453
Supporting People - Central Control	(200,200)	(200,741)	(541)
Special Services	(496,713)	(470,167)	26,546
Leasehold Flats and Shops Income	(38,720)	(37,740)	980
Repairs and Maintenance	(11,345)	(45,734)	(34,389)
Supervision & Management/Rents/Rates/Taxes	(1,650)	20,666	22,316
Other Income	(1,310)	(3,304)	(1,994)
Total Income	(21,726,435)	(21,764,809)	(38,374)
Net Cost of Services	(10,535,736)	(11,123,840)	(588,104)
Appropriations			
Voluntary Debt Repayment	1,014,517	1,014,517	0
Interest Costs	3,202,597	3,222,826	20,229
Interest Income	(12,250)	(20,854)	(8,604)
Depreciation	2,529,218	3,028,334	499,116
Transfer to Major Repairs Reserve	3,327,432	3,437,906	110,474
Contribution to Insurance Reserve	50,000	13,008	(36,992)
Contribution to / from HRA Reserve	410,654	414,536	3,882
Net Operating (Surplus) / Deficit	(13,568)	(13,568)	0
HRA Balances			
Balance brought forward 1 April	(1,891,151)	(1,891,151)	
Movement in year	(13,568)	(13,568)	
Working Balance at End of Year	(1,904,719)	(1,904,719)	

Movements in Earmarked Reserves

Appendix C

This note sets out the amounts set aside from the General Fund and HRA balances in earmarked reserves to provide financing for future expenditure plans, and the amounts posted back from earmarked reserves to meet General Fund and HRA expenditure in 2016/17.

	Balance at 1 April 2015 £'000	Transfers Out 2015/16 £'000	Transfers in 2015/16 £'000	Balance at 31 March 2016 £'000	Transfers Out 2016/17 £'000	Transfers In 2016/17 £'000	Balance at 31 March 2017 £'000
General Fund/HRA							
Area Based Grant/Working Neighbourhoods Fund	(335)	79	0	(256)	51	0	(205)
General	(387)	14	(33)	(406)	14	(46)	(438)
NDR Growth Protection	(705)	0	(795)	(1,500)	860	0	(640)
Insurance - GF	(399)	81	(90)	(408)	62	(90)	(436)
Insurance - HRA	(67)	51	(50)	(66)	37	(50)	(79)
Invest to Earn	(50)	50	0	0	0	0	0
IT and Office Equipment	(64)	23	(75)	(116)	44	(75)	(147)
Legal Costs	(71)	2	0	(69)	3	(69)	(135)
Local Development Scheme	(259)	63	(40)	(236)	(70)	73	(233)
New Build Reserve - HRA	(866)	67	(86)	(885)	5	(200)	(1,080)
Planning Delivery	(116)	24	0	(92)	3	0	(89)
Transformation Reserve	(4,898)	1,487	(2,160)	(5,571)	1,655	(2,326)	(6,242)
Vehicle Repair and Renewal - GF	(32)	5	(12)	(39)	5	(12)	(46)
Vehicle Repair and Renewal - HRA	(316)	263	(445)	(498)	413	(220)	(305)
Total Earmarked Reserves	(8,565)	2,209	(3,786)	(10,142)	3,082	(3,015)	(10,075)

Appendix D

CAPITAL PROGRAMME SUMMARY	Approved Programme 2016/17 £	Actual Outturn 2016/17 £	Variance 2016/17 £	Carried Forward requests 2017/18 £
General Fund				
Assets				
AMP - PV Mills	192,324	187,948	(4,376)	4,376
AMP - The Arc	29,523	19,198	(10,325)	10,325
AMP - Investment Properties	8,756	8,755	(1)	0
AMP - Leisure Buildings	65,060	63,543	(1,517)	1,517
AMP - Riverside Depot	28,156	27,442	(714)	714
Refurbishment - Oxcroft House	30,000	2,500	(27,500)	27,500
Refurbishment - 3 Cotton St Bolsover	107,411	98,490	(8,921)	8,921
Shirebrook Contact Centre	20,000	0	(20,000)	20,000
Pleasley Vale Mill 1 - Dam Wall	150,000	23,383	(126,617)	126,617
Car Parking at Clowne - Additional Council Chamber	100,000	92,700	(7,300)	0
	5,318	5,317	(1)	0
Growth Agenda Land Purchase	250,000	0	(250,000)	250,000
Security and CCTV at Pleasley Vale	200,000	2,450	(197,550)	197,550
The Tangent - Phase 2	125,214	25,303	(99,911)	99,911
PV Lightning Protection	15,326	0	(15,326)	15,326
PV Mansafe System	180,000	39,924	(140,076)	140,076
PV Mill 2 Unit 12 roofing	14,826	0	(14,826)	14,826
	1,521,914	596,953	(924,961)	917,659
ICT Schemes				
ICT Infrastructure	69,000	40,849	(28,151)	28,150
Revenues & Benefits Software	161,974	100,177	(61,797)	61,797
Telephony & CC Mangmt Software	70,000	0	(70,000)	70,000
	300,974	141,026	(159,948)	159,947
Leisure Schemes				
P Vale Outdoor Education Centre Ph 2	41,134	0	(41,134)	41,134
Fitness Equipment Clowne Leisure Centre	322,765	323,193	428	0
Flume Clowne Leisure Centre	150,000	150,000	0	0
Clowne Leisure Facility	3,486,715	3,473,502	(13,213)	13,213
Pool Pod - Go Active	25,000	23,186	(1,814)	0
Go Active - ICT Equipment & Software	34,038	34,037	(1)	0
Go Active - Turnstiles	16,048	16,047	(1)	0
Go Active - Cafe Equipment	18,737	18,737	0	0
Whitwell Skate Park	25,000	25,000	0	0
Shirebrook Forward	25,000	0	(25,000)	25,000
	4,144,437	4,063,702	(80,735)	79,347
Private Sector Schemes				
Disabled Facility Grants	475,000	446,043	(28,957)	0
	475,000	446,043	(28,957)	0
Joint Venture				
JVC - Limited Liability Partnership (LLP)	50,000	50,000	0	0
	50,000	50,000	0	0
Vehicles and Plant				
Vehicle Replacements	1,912,910	1,610,131	(302,779)	286,812
8 x Hedge cutters (GM)	4,000	1,970	(2,030)	0
10 x Strimmers (GM)	5,000	3,503	(1,497)	0
	1,921,910	1,615,604	(306,306)	286,812
Total General Fund	8,414,235	6,913,328	(1,500,907)	1,443,765

Appendix D

CAPITAL PROGRAMME SUMMARY	Approved Programme 2016/17 £	Actual Outturn 2016/17 £	Variance 2016/17 £	Carried Forward requests 2017/18 £
Housing Revenue Account				
New Build Properties				
Rogers Ave Creswell	477,578	477,323	(255)	0
Blackwell Hotel Site	842,290	771,553	(70,737)	70,737
Fir Close Shirebrook	941,980	372,174	(569,806)	569,806
Derwent Drive Tibshelf	50,000	7,820	(42,180)	42,180
Hilltop	97,000	29,251	(67,749)	67,749
	2,408,848	1,658,121	(750,727)	750,472
Vehicle Replacements	587,849	423,088	(164,761)	163,000
	587,849	423,088	(164,761)	163,000
Public Sector Housing				
Public Sector Housing (not yet allocated)	123,000	0	(123,000)	0
External Wall Insulation	600,000	537,364	(62,636)	62,636
Electrical Upgrades	200,000	137,069	(62,931)	62,931
Cavity Wall + Loft Insulation	5,000	0	(5,000)	5,000
External Door Replacements	40,000	27,022	(12,978)	12,978
Heating Upgrades	1,212,220	1,247,114	34,894	0
Environmental Works	100,000	2,955	(97,045)	97,045
Decent Homes - External	165,130	77,035	(88,095)	88,095
Kitchen Replacements - Decent Homes	400,000	355,412	(44,588)	44,588
GD Boiler Replacement / Heat Meters	1,500,000	47,191	(1,452,809)	1,452,809
Regeneration Mgmt & Admin	69,320	69,320	0	0
Re Roofing	880,000	843,290	(36,710)	36,710
Sprinkler Systems	16,000	0	(16,000)	16,000
Flat Roofing	60,000	60,773	773	0
Welfare Adaptations - Capital	100,000	86,863	(13,137)	0
Soffit and Facia	200,000	153,649	(46,351)	46,351
	5,670,670	3,645,057	(2,025,613)	1,925,143
Buy Back of Council Houses	90,262	90,262	0	0
	90,262	90,262	0	0
New Bolsover Scheme (inc HLF)				
New Bolsover	343,347	26,032	(317,315)	317,315
New Bolsover-Repair&Conservation BDC	423,000	199,276	(223,724)	223,724
New Bolsover-Repair&Conservation Private	47,000	14,603	(32,397)	32,397
New Bolsover-Comp&Fac (Prelims)BDC	140,000	169,143	29,143	0
New Bolsover-Comp&Fac (Prelims)Private	60,000	29,023	(30,977)	0
New Bolsover-Decants BDC	100,000	0	(100,000)	100,000
New Bolsover-Fees(HLP, PD CDM)-BDC	21,000	60,176	39,176	0
New Bolsover-Fees(HLP, PD CDM)-Private	54,000	17,949	(36,051)	0
New Bolsover - Staff Costs	49,324	43,599	(5,725)	5,725
	1,237,671	559,800	(677,871)	679,161
Total HRA	9,995,300	6,376,328	(3,618,972)	3,517,776
TOTAL CAPITAL EXPENDITURE	18,409,535	13,289,655	(5,119,880)	4,961,541

Appendix D

CAPITAL PROGRAMME SUMMARY	Approved Programme 2016/17 £	Actual Outturn 2016/17 £	Variance 2016/17 £	Carried Forward requests 2017/18 £
Capital Financing				
General Fund				
Specified Capital Grant	475,000	446,043	(28,957)	
Prudential Borrowing	4,422,498	3,981,983	(440,515)	
Reserves	2,023,410	1,370,809	(652,601)	
External Funding	111,685	120,849	9,164	
Capital Receipts	1,381,642	993,644	(387,998)	
	8,414,235	6,913,328	(1,500,907)	
HRA				
Major Repairs Allowance	6,788,279	4,211,431	(2,576,848)	
Prudential Borrowing	2,119,938	1,291,072	(828,866)	
Vehicle Reserve	577,849	413,254	(164,595)	
External Funding	509,234	460,570	(48,664)	
	9,995,300	6,376,327	(3,618,973)	
TOTAL CAPITAL FINANCING	18,409,535	13,289,655	(5,119,880)	

BDC Treasury Management**Activity 2016/17****Capital Financing Requirement**

The key area of Treasury Management is the measurement and control of the overall debt position of the Council. This is calculated through the Capital Financing Requirement (CFR). The CFR calculates the Council's underlying need to borrow in order to finance its capital expenditure. The revised estimate of the CFR for 2016/17 and the actual outturn CFR are shown in the table below: -

	Revised Budget 2016/17 £000	Actual Outturn 2016/17 £000
Capital Financing Requirement 1 April	95,824	95,824
Prudential Borrowing General Fund	4,346	3,982
Prudential Borrowing HRA	1,594	1,291
Leasing Repayments	(19)	(19)
Minimum Revenue Provision (MRP)	(259)	(259)
Movement on other debt – retentions	0	216
HRA Debt Repayment per business plan	(1,015)	(1,015)
Repayment of Allowable Debt (HRA)	0	(1,138)
Capital Financing Requirement 31 March 2017	100,471	98,882

The overall outturn position shows a net increase of outstanding debt of £3.058m in 2016/17. Prudential borrowing has been undertaken by the Council in 2016/17 for General Fund Vehicles, improved Leisure Facility and new Council Dwellings

The repayment of outstanding debt from the Sale of Council House receipts is the Allowable Debt sum of £1.138m. Under the current regulations when a Council dwelling is sold the Council is allowed to retain some of the capital receipts because it is carrying debt on each property following the HRA reforms settlement. It is called the Allowable Debt calculation. It is advisable that the retained receipt element for Allowable Debt is actually utilised to repay the debt outstanding on the sold houses otherwise the Council is carrying debt where it has no asset.

The Capital Financing requirement is split between the HRA and General Fund the balance of each is shown below:

Capital Financing Requirement at 31 March 2017	£000
General Fund	10,320
Housing Revenue Account	88,562
Total CFR	98,882

From the HRA CFR the Council is able to calculate the "headroom" available which is the gap between the HRA debt limit set by the Government when the HRA reforms were introduced. This is shown in the following table:

HRA “Headroom” calculation	£000
Housing Revenue Account – Debt Limit	112,350
Housing Revenue Account CFR 31 March 2017	88,562
Headroom at 31 March 2017 =	23,788

The above table shows that the Council’s HRA has a headroom figure of £23.788m at 31 March 2017.

How the CFR is covered.

As mentioned above the CFR is the Council’s underlying need to borrow to finance capital expenditure. To finance the CFR the Council has external borrowing, finance leases and the use of its own reserves and balances. The position as at 31 March 2017 is as follows:

	£000
Capital Financing Requirement 31 March 2017	98,882
Financed from	
External Borrowing via PWLB	103,100
External Borrowing via Leasing arrangements	0
Use of internal balances and reserves	(4,218)
Total Financing of CFR	98,882

PWLB Borrowing

The Council’s total outstanding PWLB debt amounted to £104.100m at 1 April 2016. During 2016/17 £1,000,000 principal repayments were made. No new loans have been taken out with the PWLB during 2016/17. The profile of the outstanding debt is analysed as follows: -

PWLB BORROWING	Maturity Profile 31 March 2016 £	Maturity Profile 31 March 2017 £
Term		
12 Months	1,000,000	1,000,000
1 - 2 years	1,000,000	0
2 - 5 years	5,000,000	8,700,000
5 - 10 years	20,300,000	19,600,000
Over 10 year	76,800,000	73,800,000
Total PWLB Debt	104,100,000	103,100,000

PWLB Interest

The interest cost to the Council of the PWLB debt for 2016/17 is £3,669,878.36. The cost is split within the accounts between the HRA and General Fund based on the level of debt outstanding within the CFR.

Temporary Borrowing

Cash flow monitoring and management serves to identify the need for short term borrowing to cover delays in the receipt of income during the course of the year. During 2016/17 no short term borrowing was undertaken by the Council and therefore no interest charges were incurred.

Temporary / Fixed Investments

The table below details the balance of investments held at 31st March.

Bank Name	Balance Invested 31 March 17 £000
Fixed	
Nationwide	5,000
Local Authorities	20,000
Call Accounts	
Money Market Funds	17,000
Total	42,000

From the table above it can be seen that the balance invested by the Council at 31 March 2017 is £42.0m. Interest earned from temporary investments during 2016/17 amounted to £169,255 and is detailed in the table below:

Bank Name	Amount Received £
Nationwide	(27,141)
Goldman Sachs	(29,874)
Close Brothers	(7,671)
Local Authorities	(3,987)
Barclays	(9,788)
Money Market Funds	(90,794)
Total	(169,255)

Overnight Balances

The balance of any daily funds is retained in the Council's general account with the Lloyds Bank.

Compliance with Treasury Limits

During the financial year the Council continued to operate within the treasury limits set out in the Council's Borrowing and Investment Strategy.

	Actual in year 2016/17 £000	Set Limits in year 2016/17 £000
Authorised Limit (total Council external borrowing limit)	108,882	114,979
Operational Boundary	103,882	109,979