

Date: 1<sup>st</sup> September 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 11<sup>th</sup> September 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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**Fax: 01246 242423**

## EXECUTIVE AGENDA

**Monday 11<sup>th</sup> September 2017 at 1000 hours in the  
Council Chamber, The Arc, Clowne**

<b>Item No.</b>	<b>PART 1 – OPEN ITEMS</b>	<b>Page No.(s)</b>
1	<b>Apologies for absence</b>	
2	<b>Urgent Items of Business</b>  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	<b>Declarations of Interest</b>  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	<b>Minutes</b>  To approve the Minutes of a meeting of the Executive held on 17 <sup>th</sup> July 2017.	4 to 9
5	<b>Items recommended by Scrutiny Committees</b> None	
6	<b>Policy and Budget Framework Items</b> None	
7	<b>NON KEY DECISIONS</b>	
	(A) Corporate Plan Targets Performance Update – April to June 2017 (Q1 – 2017/18)  <i><u>Recommendation on Page 11</u></i>	10 to 25
	(B) Annual Letter from the Local Government & Social Care Ombudsman 2016/17  <i><u>Recommendation on Page 27</u></i>	26 to 34
	(C) Arrears – Irrecoverable Items over £2500  <i><u>Recommendation on Page 36</u></i>	35 to 42

- (D) Guest Rooms in Sheltered Housing 43 to 45  
Recommendation on Page 44

## 8 KEY DECISIONS

- (A) Streetscene Service Arrangements – Access to Private Unadopted Residential Carriageways 46 to 49

Recommendaton on Page 49

- (B) MTFP - Budget Monitoring Report, Quarter 1 – April to June 2017 50 to 71

Recommendation on Page 54

- (C) Housing IT Upgrade 72 to 77

Recommendation on Page 76

- (D) Out of Hour's Emergency Call Out Service for Bolsover District Council Housing Repairs Section 78 to 80

Recommendation on Page 79

## 9 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).***

## 10 NON KEY DECISIONS

None

## 11 KEY DECISIONS

### **Exempt – Paragraphs 1, 2 and 3**

- (A) Former Tenants Arrears 81 to 89

Recommendations on Pages 82 and 83

- (B) Purchase of Section 106 Properties from Keepmoat Homes 90 to 93

Recommendations on Page 92

- (C) Arrears – Irrecoverable Items over £2500 94 to 99

Recommendation on Page 95

- (D) Bolsover Business Growth Fund 100 to 104

Recommendation on Page 103

## EXECUTIVE

Executive  
11<sup>th</sup> September 2017  
Agenda Item No. 4

Minutes of a meeting of the Executive held in the Council Chamber, The Arc, Clowne on Monday 17<sup>th</sup> July 2017 at 1000 hours.

### **PRESENT:-**

Members:-

Councillor A.M Syrett in the Chair

Councillors M.J. Dooley, S.W. Fritchley, K. Reid and M.J. Ritchie

Officers:-

D. Swaine (Chief Executive Officer), D. Clarke (Assistant Director – Finance and Revenues & Benefits), L. Hickin (Assistant Director – Leisure Services), J. Fieldsend (Team Leader (Non Contentious) Solicitor), P. Brown (Chief Executives and Partnership Manager), M. Broughton (Commercial Property and Developments Manager), N. Etches (Business Estates Manager) (until Minute No. 100(B)), I. Barber (Property Services Manager) and A. Brownsword (Senior Governance Officer)

### **0090. APOLOGIES**

Apologies for absence were received from Councillors B.R. Murray-Carr and B. Watson

### **0091. URGENT ITEMS OF BUSINESS**

There were no urgent items of business.

### **0092. DECLARATIONS OF INTEREST**

The following declaration of interest was made:

Agenda Item No.	Member	Interest
11C	S.W. Fritchley	Significant Non Statutory Interest

## EXECUTIVE

### 0093. MINUTES

Moved by Councillor S.W. Fritchley and seconded by Councillor M.J. Dooley  
**RESOLVED** that the minutes of a meeting of the Executive held on 26<sup>th</sup> June 2017 be approved as a true and correct record.

### 0094. ITEMS RECOMMENDED BY SCRUTINY COMMITTEES

There were no items recommended by Scrutiny Committees

### 0095. POLICY AND BUDGET FRAMEWORK ITEMS

There were no budget and policy framework items

### 0096. NON KEY DECISIONS

(A) Joint Information Security Policies

The Chief Executive Officer presented the report which sought to refresh the existing policies and ensure Public Service Network (PSN) compliance. Consultation had taken place and the policy had been recommended for approval by the Strategic Alliance Joint Committee.

Moved by Councillor K. Reid and seconded by Councillor M.J. Ritchie  
**RESOLVED** that Executive approves the adoption of the Joint Information Security policies.

**REASON FOR DECISION:** PSN compliance dictates the Council must have current Information Security policies in place

**OTHER OPTIONS CONSIDERED:** None. It is both good practice and a requirement for PSN compliance that the Council has current Information Security Policies in place.

(ICT Manager)

(B) Doe Lea Public Art

The Assistant Director – Leisure presented the report which sought approval to let two contracts for a permanent public artwork to be located off the A617 at the entrance to Doe Lea and Bolsover District.

## EXECUTIVE

A Section 106 contribution for public art had been secured from The Brambles development at Doe Lea. A procurement exercise had been carried out and Beam had been appointed to project manage the commissioning of an iconic piece of public art for Doe Lea.

A consultation exercise had been carried out with local stakeholders and schools and artist briefs had been compiled. Over 80 submissions were received over two projects and the top three scoring artists were given a small sum to develop their initial ideas. Tonkin Liu scored highest and were invited to continue consultation with residents.

It was noted that the artwork would create a gateway to the District, the planting was part of the artwork and represented vibrancy and growth. The local school children would be invited to create flower designs to appear on the piece.

Concerns were expressed regarding the safety impact on the highway and it was noted the Highways at Derbyshire County Council had been consulted and had no concerns.

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

**RESOLVED** Members approve the Detailed Design (Appendix 2 to the report) and the letting of a contract for the delivery of the Doe Lea Permanent Public Art commission by Tonkin Liu to the value of £55,000 (+VAT).

**REASON FOR DECISION:** The scheme outlined meets all of the requirements stated in the artist brief and provides the greatest added value as a both an artwork for Doe Lea and a gateway piece for Bolsover District. The procurement process involved community members in the selection of the proposal for which approval is sought.

**OTHER OPTIONS CONSIDERED:** The steering group have assessed a number of applications against the criteria of the brief and this proposal was given the highest score.

(Assistant Director – Leisure)

### 0097. KEY DECISIONS

There were no open Key Decisions.

## EXECUTIVE

### 0098. THE LOCAL GOVERNMENT (ACCESS TO INFORMATION) ACT 1985

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

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

### 0099. NON KEY DECISIONS

There were no exempt Non Key Decisions.

### 0100. KEY DECISIONS EXEMPT – PARAGRAPH 3

(A) Raising Aspirations Programme – Appointment Of Derbyshire Education Business Partnership

The Chief Executive's and Partnership Manager presented the report which advised the Executive of the recent tender process and sought approval of the appointment of Derbyshire Education Business Partnership (DEBP) to continue delivering the Raising Aspirations programme.

Moved by Councillor S.W. Fritchley and seconded by Councillor M.J. Dooley

**RESOLVED** that the Executive note the contents of this report and approve the appointment of Derbyshire Education Business Partnership to deliver the Raising Aspirations programme from September 2017 to August 2018.

**REASON FOR DECISION:** To ensure that funding is targeted to best effect

**OTHER OPTIONS CONSIDERED:** None. The OJEU tender process was undertaken to determine the most suitable delivery partner.

(Chief Executive's and Partnership Manager)

## EXECUTIVE

- (B) Relocation of Security Services to create a Reception facility and upgrade of CCTV System at Pleasley Vale Business Park

The Business Estates Manager submitted the report which updated the Executive on progress of the proposed relocation works to create a reception in Mill One and relocate the security service from the current security lodge.

A procurement exercise had been carried out to establish a design proposal and give detailed costs of a new sitewide CCTV system.

Moved by Councillor K. Reid and seconded by Councillor A.M. Syrett

**RESOLVED** that (1) Executive agrees to delegate authority to the Joint Assistant Director – Property and Estates to appoint the contractors to undertake the works,

(2) Executive agrees to allocate the additional sum of £62,000 from the Transformation Reserve to the £200,000 budget provisionally allocated to enable the completion of these works.

**REASON FOR DECISION:** By not undertaking the works, the council would be unable to change the manned guard service and bring about revenue savings longer term. Secondly, the proposed relocation to Mill One of the security service would be put on hold as the current CCTV system is too fragile to be relocated from its current location

**OTHER OPTIONS CONSIDERED:** There is a risk to the operation of the current system if part of the hardware were to fail. This failure could impact on the whole system and affect coverage of key areas on the Business Park. So one alternative option is to fund the CCTV improvements scheme only.

(Business Estates Manager)

The Business Estates Manager and Property Services Manager left the meeting.

Having previously declared his Significant Non Statutory Interest in the following item as a Member of Shirebrook Town Council. Councillor S.W. Fritchley left the meeting during the following item of business and took no part in the discussion or voting thereon.

- (C) Shirebrook Contact Centre

The Commercial Property and Developments Manager presented the report which sought approval for additional capital investment in a new Contact Centre in Shirebrook as the current facility was unfit for purpose.



## EXECUTIVE

Moved by Councillor A.M. Syrett and seconded by Councillor M. Dooley

**RESOLVED** that £78,000 of additional efficiency grant is allocated to fund the development

**REASON FOR DECISION:** This report recommends that BDC invest an additional £78k to take account of more robust estimated costs, inclusion of allowances for risk items and of rising construction costs over the last 2 years

**OTHER OPTIONS CONSIDERED:** The alternative option is to invest the capital in the existing premises which will improve the condition of the building but fail to address the current service limitations outlined in the original approval report in 2015.

(Assistant Director – Property and Estates)

The meeting concluded at 1026 hours.

**Bolsover District Council**

**Executive**

**11<sup>th</sup> September 2017**

**Corporate Plan Targets Performance Update – April to June 2017  
(Q1 – 2017/18)**

**Report of the Portfolio Holder – Corporate Services**

This report is public

**Purpose of the Report**

- To report the quarter 1 outturns for the Corporate Plan 2015-2019 targets.

**1 Report Details**

1.1 The attached contains the performance outturn as of 30<sup>th</sup> June 2017.  
(Information compiled on 09/08/17)

1.2 A summary by corporate plan aim is provided below:

**1.3 Unlocking our Growth Potential**

- 14 targets in total (3 targets achieved previously – G02, G04 and G14)
- 11 targets on track. A 2016/17 outturn has been noted on the appendix for **G10**.

**1.4 Providing our Customers with Excellent Service**

- 16 targets in total (1 target previously withdrawn – C16)
- 15 targets on track. A 2016/17 outturn has been noted on the appendix for **C15**.

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

- 16 targets in total (3 targets previously achieved – H06, H13, H14)
- 13 targets on track.
- **H08** – *‘With partners organise 3 community cohesion events each year to bring communities together in identified areas’*. This project has now come to an end and the Community Cohesion Officer has taken up a new post within the Bolsover Partnership to support the Building Resilience Programme following the Council’s successful bid under the Controlling Migration Fund. It is recommended that the current target be shown as achieved (14 events delivered within the corporate plan period) and a new target of *‘To deliver the Building Resilience Programme by September 2019’* be considered to take its place.

## 1.6 **Transforming our Organisation**

- 14 targets in total (5 targets achieved previously – T02, T03,T05,T07 & T12 and 1 withdrawn previously - T01 )
- 8 targets on track.

## 2 **Conclusions and Reasons for Recommendation**

- 2.1 Out of the 60 targets 47 (78.5%) are on track, 11 (18.5%) have been achieved (previously), 2 (3%) have been withdrawn (2 previously).
- 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 progress against the Corporate Plan 2015-2019 targets to be noted.
- 6.2 That target H08 be shown as 'achieved' and a new target of '*To deliver the Building Resilience Programme by September 2019*' be adopted in its place.

## 7 Decision Information

<p><b>Is the decision a Key Decision?</b>  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 - £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>	No
<b>District Wards Affected</b>	Not applicable
<b>Links to Corporate Plan priorities or Policy Framework</b>	Links to all Corporate Plan 2015-2019 aims and priorities

## 8 Document Information

Appendix No	Title
1.	Corporate Plan Performance Update – Q1 April to June 2017
<p><b>Background Papers</b> (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>	
All details on PERFORM system	
Report Author	Contact Number
Kath Drury, Information, Engagement and Performance Manager on behalf of Assistant Director – Human Resources and Payroll	01246 242280 / 217641

Report Reference –

**Bolsover District Council**  
**Corporate Plan Targets Update – Q1 April to June 2017**

**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	Q1 72 Businesses Engaged to date. The service has worked to support potential growth businesses including the Take My Calls; Hot Rods; Derbyshire Fireplace Centre; Creative Five; 2WL Ltd; Jaquest; and Sylvan Furniture. Produced case studies detailing engagement for Bolsover Land, Hardwick Hall, Laing O'Rouke; Penny Hydraulics; Tiny Tots nursery; and Nickel 28.	Sun-31-Mar-19
G 03 - Optimise business growth (as measured by gross NNDR) by £2.5m by March 2019	Growth Operations	On track	Q1 Estimate of NNDR income for 31/3/18 is currently £26,017,715. However, as appeals information is unavailable for this year so far, this figure is very likely to change.  (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 programme area by December 2020.	Growth	On track	Q1: There are currently 10 live Outline Applications in the process, 3 from the BDC area. 3 projects totalling £108,606.08 have been approved to date in NED. Two masterclass sessions have been held for these applicants to help support them produce robust applications for consideration. When not in purdah due to national elections marketing of the programme has been delivered through a range of local media including partner publications and websites, visits to Parish/Town Council meetings and direct contact with local business and industrial centres.	Thu-31-Dec-20
G 06 - Undertake statutory public consultation on the Local Plan (Strategic Policies and Site	Growth	On track	Q1: Changing national guidance has delayed completion of key aspects of the evidence base. Members have approved an extension to the timetable to accommodate this. The revised	Mon-31-Jul-

Key Corporate Target	Directorate	Status	Progress	Target Date
Allocations) in line with the adopted Local Development Scheme timetable by July 2017.			timetable will be taken to Members for approval in September. (This will need to be reflected in the corporate plan target once approval gained)	17
G 07 - Submit Local Plan (Strategic Policies and Site Allocations) for examination by the Planning Inspectorate by November 2017.	Growth	On track	Q1 - Changing national guidance has delayed completion of key aspects of the evidence base. Members have approved an extension to the timetable to accommodate this. The revised timetable will be taken to Members for approval in September. (This will need to be reflected in the corporate plan target once approval gained)	Thu-30-Nov-17
G 08 - Process all major planning applications 10% better than the minimum for special measures per annum.	Growth	On track	Q1 - 100% of all major applications (9 out of 9) determined within statutory deadline or agreed extension of time.	Sun-31-Mar-19
G 09 - Deliver a minimum of 100 new Council properties by March 2019.	Operations	On track	Q1 2017: Fir Close Shirebrook (8 units) work started. Derwent Drive, Tibshelf (7 units) and Hilltop Avenue Shirebrook (37 units) work to commence this financial year. Future sites being considered. Progress report to Members Q2.  Blackwell Hotel site (6 units) and Rogers Avenue (7 units) completed previously.  Total B @ Home properties in progress is 92 plus purchased one former RTB property. Also considering purchasing S.106 Units from developer.	Sun-31-Mar-19
G 10 - Enable the development of at least 1,000 new residential properties within the district by March 2019.	Growth	On track	Q1: Outturn figure for 2016/17- 293 Completions. (Cumulative for corporate plan period = 619, on track to meet target)	Sun-31-Mar-19
G 11 - Through a programme of targeted refurbishment bring 15 empty private sector properties back	Growth	On track	Q1: Action Housing have now completed the 6 Carr Vale properties and have also completed a property in Creswell. 7 in total for Q1.	Sun-31-Mar-19

Key Corporate Target	Directorate	Status	Progress	Target Date
into use per annum.			<p>They have signed an agreement with the owners of the Station Hotel in Creswell to convert it in to 15 x 1 and 2 bed flats. This will be mean that Action Housing will have drawn down all the funding they bid for under the HCA 2015-2018 Grant programme.</p> <p>They are planning to bid for funding under the HCA 2016-2021 SOAHP programme for a Purchase and Repair empty homes programme to be used across the Sheffield City Region. Lead Officer and team are going to work with them to encourage them to work in this District.</p>	
G 12 - Achieve an increase of £850,000 in additional New Homes Bonus from the government by March 2019.	Growth	On track	<p>Q1: Additional bonus for 2017/18 is £191,202. This brings the corporate plan period cumulative to £734,023.</p> <p>The process for calculating the bonus has changed and is highlighted below:</p> <p>The new Homes bonus now has a baseline figure of 0.4% and the new dwellings are now also weighted to Band D equivalents to further complicate it.</p> <p>The process for working out has roughly 7 stages:</p> <ol style="list-style-type: none"> <li>1. Work out the increase in dwellings (this year - last year) this is across all council tax bands</li> <li>2. Convert that into the number of dwellings in council tax D (equivalents) so a Council tax band A property is worth 6/9ths of a band D property Council tax band B is worth 7/9ths of a band D. Council Tax H is worth twice as much as Band D, so would need to build less of these to get more Band D than Band</li> </ol>	Sun-31-Mar-19

Key Corporate Target	Directorate	Status	Progress	Target Date
			<p>A, B or C.</p> <p>3. Work out the baseline which is 0.4% of Band D equivalents</p> <p>4. Work out what getting paid for - Growth in Band D equivalents - baseline in Band D equivalents</p> <p>5. Payment for Band D equivalents - step 4 multiplied by average band D council tax payment</p> <p>6. Work out affordable homes payment - Number of affordable homes added in that year multiplied by affordable homes premium (£350) so if get 50 affordable units generate £17,500</p> <p>7. Annual payment is - Payment for band D plus affordable homes payment</p> <p>The other change to note is that the bonus is being reduced from 6 to 4 years.</p>	
<p>G 13 - Work with partners to deliver an average of 20 units of affordable homes each year.</p>	<p>Growth</p>	<p>On track</p>	<p>Q1. None this quarter from private sites. 6 properties from B@Home have been completed in Q1 (Blackwell Hotel Site) with 7 properties completed previously at Rogers Avenue.</p> <p>7 properties Previously completed at Rogers Avenue.</p> <p>Three other schemes are on site:</p> <p>Fir Close Shirebrook 8 units  Derwent Drive Tibshelf 7 units  Hilltop Avenue Shirebrook 37 units</p> <p>Interim planning policy removed so there should be more affordable units provided through s106 agreements in future.</p>	<p>Sun-31-Mar-19</p>



## 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	Q1 - Customer Service Excellence accreditation successfully retained following assessment in April 2017. No action plan required this year due to the small number of partial compliances (2) and improvements embedded. A further 3 elements have been awarded 'compliance plus'. Achievement and feedback communicated on website, ERIC, press release etc.	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	Q1 - Survey scheduled February 18.	Sun-31-Mar-19
C 03 - Achieve an overall annual satisfaction rate of 80% or above for leisure, recreation and cultural activities and services.	Transformation	On track	Q1 - We have not conducted any surveys this quarter - we are in the process of reviewing the way we do these and in an effort to improve the quality of return.	Sun-31-Mar-19
C 04 - Promote the Council website and increase (unique) visitor numbers by 7% year on year.	Transformation	On track	Q1 - A review of the statistics provided by Google analytics is currently being undertaken to make sure the software installed is working correctly and giving accurate figures. New figures should be available by end of July.	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	Q1 - Steady progress being made against the General Data Protection Regulation (GDPR) work plan. The first complete corporate round of desk top personal data audits nearing completion. A review is currently taking place of the desktop questions for match and fit with GDPR before a rolling programme is finalised. (GDPR to take effect from May 2018).	Sun-31-Mar-19
C 06 - Prevent homelessness for more than 50% of people who are	Operations	On track	Q1 - 72 approaches of people seeking assistance, of which 41 cases were prevented from becoming homeless. 57%	Sun-31-Mar-19

Key Corporate Target	Directorate	Status	Progress	Target Date
facing homelessness each year.			prevented cases.	
C 07 - Install 150 new lifelines within the community each year.	Operations	On track	Q1 - 83 units of careline equipment installed.	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	Q1- Data is not available until the end of July 2017. This information is obtained through an extract of the system and the extract date is determined by The Department for Work and Pensions.	Sun-31-Mar-19
C 09 - Process changes to Housing Benefit and Council Tax Support within an average of 10 days.	Operations	On track	Q1 Data is not available until the end of July 2017. This information is obtained through a data extract. The date of this extract is determined by The Department for Work and Pensions.	Sun-31-Mar-19
C 10 - Carry out 300 disability adaptations to Council houses each year.	Operations	On track	Q1 - 73 completed adaptations	Sun-31-Mar-19
C 11 - Fully deliver the equality objectives identified in the Single Equality Scheme by March 2019.	Transformation	On track	Q1. Work progressing on the Single Equality Scheme action plan - notable actions this quarter: First Hate Crime and Incidents Reporting workshop delivered to relevant staff. A further two workshops to be delivered in July. Online reporting form promotion and external publicity to follow the initial workshops.	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	Q1: A total of 37 new referrals were received during Q1, 12 of which were high risk. A total of 9 did not engage with the service and a total of 6 have not yet completed the feedback form. Positive responses were received from 22 service users (100%).	Sun-31-Mar-19
C 13 - Reduce average relet times of Council properties (not including sheltered accommodation) to 20	Operations	On track	Q1The average Relet time for the Quarter is 32 days. This excludes sheltered housing. If sheltered housing is included	Sun-31-Mar-19

Key Corporate Target	Directorate	Status	Progress	Target Date
days by March 2019.			the average time would be 38 days. Outturn for 2016/17 is 27.6 days.	
C 14 - Attend 99% of repair emergencies within 6 working hours	Operations	On track	Q1 - 98.50% of Emergency call outs attended within 6hrs during the first quarter of 2017/18.	Sun-31-Mar-19
C 15 - Ensure a minimum of 50% of clients receiving parenting support each year express a positive outcome.	Operations	On track	Q1 - New course completed. 6 parents started the course and 6 completed. Feedback forms have been received however they have not yet been evaluated. Outturn for 2016/17 is 94.2%.	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	Q1 - At this stage of the year the target figure is 2000 hours, actual performance to date is 2585 - substantially exceeding target	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	Q1 - Target for quarter is 75,000 attendances. Actual for quarter is 92,640 - well ahead in quarter 1 exceeding expectations.	Sun-31-Mar-19
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	Q1 - BDC is commissioned to deliver a health intervention programme by County Public Health. The scheme covers two programmes, the Derbyshire Integrated Wellbeing Approach and Bolsover Wellness Plus. A combined figure of 1000 referrals has been set from these two programmes.  To the end of June 2017 we have seen 289 clients at a	Sun-31-Mar-19

Key Corporate Target	Directorate	Status	Progress	Target Date
			number of different locations including Clowne Sports Centre, Shirebrook Leisure Centre and Welbeck Road Doctors Surgery.	
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>Q1. Quarter 1 of the new financial year sees the Five:60 programme's final term of the current academic year and the programme will have been delivered to all year 3 pupils within the 28 schools in the Bolsover Schools Sports Partnership.</p> <p>The delivery of the scheme in September is already being planned and schools booked in for the start of the new academic year</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	On track	<p>Q1 – June 2017 position 690 individuals engaged during the project period (Dec 2014 to June 2017).</p> <p>The project funder (DCC) has revised its total for this project based on delivery experience. The revised total is 1251 'engaged' inactive 16+ individuals for the period December 2014 to March 2018 (when the project ends).</p> <p>Please note 'engaged' refers to individuals who officer has consulted with, signposted to activities or who have tried activities.</p> <p>Additional outcome targets have been set for the stages 2 and 3 of the project. These are:</p> <ol style="list-style-type: none"> <li>1. Establish a community group that identifies and controls ownership of a local health issue.</li> <li>2. Create a shared vision for the identified health issue</li> <li>3. Facilitate the group to mobilise positive change of the</li> </ol>	Sun-31-Mar-19

Key Corporate Target	Directorate	Status	Progress	Target Date
			<p>health issue</p> <p>Work within Creswell, Whitwell and Carr Vale/New Bolsover is on going, and relationships have been made with local leaders and community groups in each area. Much has been learnt about each of these areas, which has helped to understand the people who live there. This improved understanding along with a greater presence within each place has led to new engagements and connections have begun to be made. Examples of current work include the facilitation of a new wildlife/nature group for families set up by local residents, and connecting people with an interest in fishing.</p>	
H 07 - Assist partners in reducing crime by delivering 12 Crime Cracking events in the community each year.	Operations	On track	<p>Q1 - 1 Crime Cracking event attended engaging with approximately 70 people: Shirebrook Eats and Treats event</p>	Sun-31-Mar-19
H 08 - With partners organise 3 community cohesion events each year to bring communities together in identified areas.	Operations	On track	<p>Q1 - The Community Cohesion Officer has helped the newly established Shirebrook Polish Community Association to organise 2 events during this quarter: Easter event at the Shirebrook Christian Centre Family Summer Picnic</p> <p>The project has now come to an end and the Community Cohesion Officer has taken up a new post within the Bolsover Partnership team.</p> <p><i>Recommendation that this target be marked up as</i></p>	Sun-31-Mar-19

Key Corporate Target	Directorate	Status	Progress	Target Date
			<i>'achieved' and replaced with a new target 'To deliver the Building Resilience Programme by September 2019' to reflect the changing position at the Council.</i>	
H 09 - Achieve a combined recycling and composting rate of 49% by March 2019.	Operations	On track	Q1 is estimated based on 2016/17 Q1 data (4,415tonnes) due to Waste Data Flow information not being available. It is estimated the combined recycling rate will be 47% (approx.). The information will be updated when qualified WDF data is available at ending September 2017.	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	Q1 - LEQS's established 0% of streets and relevant land surveyed for litter fell below grade B cleanliness standards resulting in 100% meeting the target standard.	Sun-31-Mar-19
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	Q1 - LEQS's established 0% of streets and relevant land surveyed for dog fouling fell below grade B cleanliness standards resulting in 100% meeting the target standard.	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	Q1 - Four enforcement/educational initiatives were delivered during the first quarter. Two at Shirebrook, one at Bolsover and one at Barlborough	Sun-31-Mar-19
H 15 - Reduce energy use in sheltered housing schemes by 10% by March 2019.	Operations	On track	Q1 - The contractors have start works at Victoria House in two empty flats refurbishing the bathrooms and fitting new low surface temperature radiators. When finalised programmes of work are agreed a meeting will be held with the tenants and relevant Officers and Members to make all aware of the works and time scales.	Sun-31-Mar-19

Key Corporate Target	Directorate	Status	Progress	Target Date
			Architect has been appointed for phase 2 properties and initial surveys have been carried out.	
H 16 - Replace each year 200 gas fired back boilers in our Council houses with more efficient 'A' rated combi boilers.	Operations	On track	Q1 - Fitted the following numbers of boilers 19 fitted by BDC operatives 71 fitted by contractor Total 90	Sun-31-Mar-19

### Aim – Transforming our Organisation

Key Corporate Target	Directorate	Status	Progress	Target Date
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	On track	Q1: Well within timescale. Legislation understood, quotes for relevant survey works obtained and in a position to place an order for a survey to assess the impact of the legislation. Guidance to landlords published February 2017 is currently being reviewed to fully understand the impact.	Mon-30-Apr-18
T 06 - Introduce alternative uses to 20% of garage sites owned by the Council by March 2019.	Operations	On track	Q1. All sites surveyed during the year some brought forward for BDC development. Some sites identified as future B@Home sites detailed report to Members during Q2. (Baseline data - 152 sites of which 20% = 30 sites)	Sun-31-Mar-19
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	Q1 - Consultation period on the Local Government Boundary Commission for England recommendations closed on 19 June 2017. The Commission is now considering the nine responses and the Council is awaiting the publication of the Commission's final recommendations in September 2017.	Sat-1-Dec-18

Key Corporate Target	Directorate	Status	Progress	Target Date
T 09 - Reduce the percentage of rent arrears by 10% through early invention and effective monitoring by 2019.	Operations	On track	<p>Q1 - 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. At the end of Quarter 1 2017 the figure stands at 2.8% (£591,702.90) which is an increase of 3.5%, although this is an increase the corporate plan target was met at the financial year end 2017. To continue to monitor this target until March 2019.</p> <p>Members should be aware that rent arrears are likely to rise in the first nine months of the year, but reduce in the last quarter which has been the pattern for several years. Members should also be aware that the impact of Government policies on welfare reform, are likely to make maintaining rent arrears at this level 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 <math>((2.8 - 2.6) / 2.8) \times 100 = 8\%</math>).</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>Q1 - 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 1 the figure was £701,907.01 which is an increase of 19% - the majority of these are newly arising (i.e. people being evicted or leaving their tenancy with debt).</p> <p>Write off Report to Members during Q2.</p>	Sun-31-Mar-19



Key Corporate Target	Directorate	Status	Progress	Target Date
			Since the start of the Corporate Target £124,513.09 former tenancy arrears has been collected and £109,088.97 written off which has been a reduction of £233,602.06.	
T 11 - Through successful delivery of projects within the Transformation programme achieve total income/savings of £600,000 by March 2019.	Transformation	On track	Q1: As a result of the current Transformation Programme, a total of £515k has been achieved across both Councils, with £260k attributable to Bolsover. Items within the plan that have potential for budget savings have been completed and these savings built into base budgets. A review of the plan will take place during Q2.	Sun-31-Mar-19
T 13 - Increase on-line self service transactions dealt with by the Contact Centre by 20% each year.	Transformation	On track	Q1 - On line transactions = 512 transactions and 315 SELF accounts created.  (Target for on-line transactions for 2017/18 is 1100)	Sun-31-Mar-19
T 14 - Achieve the Member Development Charter by December 2018.	Growth	On track	Q1 Documentation for submission to EMC being finalised, due to be submitted during Q2.	Mon-31-Dec-18

**Bolsover District Council****Executive****11<sup>th</sup> September 2017**

Annual Letter from the Local Government &amp; Social Care Ombudsman 2016/17

**Report of the Portfolio Holder – Corporate Services**

This report is public.

**Purpose of the Report**

- To provide information contained within the Annual Letter from the Local Government & Social Care Ombudsman (LG&SCO) 2016/17.

**1 Report Details**

The document contains an annual summary of statistics on the complaints made about the Authority for the financial year ending 31<sup>st</sup> March 2017. Please note that the data provided by the LG&SCO may not align with the data this Council holds. This is because their numbers include enquiries from people who have been signposted by the LG&SCO back to the Council, but who may then choose not to pursue their complaint.

The Annual Letter 2016/17 has been appended (Appendix A) and supporting information Complaints Decided (Appendix B) and Complaints Received (Appendix C) for your information.

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

- The LG&SCO received 7 enquiries and complaints during 2016/17, only 2 of which were subject to detailed investigations.
- The LG&SCO decided 9 complaints, 2 were referred back to the Council, 4 were closed after initial enquiries and the remaining 3 were upheld (one of which was from the previous year).

**Benchmarking information - CIPFA Nearest Neighbour**

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

	Detailed investigations	Total complaints received
Ashfield District Council	2	18
Bassetlaw District Council	9	20
<b>Bolsover District Council</b>	<b>2</b>	<b>7</b>
Chesterfield District Council	1	11
Erewash District Council	1	8
Mansfield District Council	1	16
NE Derbyshire District Council	3	11

Whilst Bolsover District Council received 7 complaints against its services, only 2 were the subject of detailed investigations.

It is noteworthy that 4 complaints were closed after initial enquiries and 2 were referred back to the Council to put through its complaints system. This appears to indicate that the LG&SCO is satisfied that the Council is administering its complaints procedure fairly.

Although this report is regarding complaints directed to the LG&SCO, the Council did not receive any complaints via the Housing Ombudsman (HO) for the same period.

## **2 Conclusions and Reasons for Recommendation**

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

## **3 Consultation and Equality Impact**

The report is to keep Elected Members regularly informed of volumes and trends regarding LG&SCO/ HO complaints. No consultation or equality impact assessment is required.

## **4 Alternative Options and Reasons for Rejection**

Not applicable as the report is keep Elected Members informed rather than to aid decision making.

## **5 Implications**

### **5.1 Finance and Risk Implications**

Whilst there are no direct financial implications with regard to the report, the Council is at risk of recommendations or decisions by the Local Government & Social Care Ombudsman and the Housing Ombudsman if complaints are not handled well.

In cases of maladministration, financial penalties can be imposed by the Local Government & Social Care Ombudsman or the Housing Ombudsman.

### **5.2 Legal Implications including Data Protection**

The Council is at risk of recommendations or decisions by the Local Government & Social Care Ombudsman or the Housing Ombudsman. There are no Data Protection implications.

### **5.3 Human Resources Implications**

Not applicable as the report is to keep Elected Members informed.

## **6 Recommendation**

**That Executive receive the report and the Annual Letter from the Local Government & Social Care Ombudsman 2016/17.**

## 7 Decision Information

<p><b>Is the decision a Key Decision?</b>  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 - £75,000</i>  <input type="checkbox"/>                                        <i>Capital - £150,000</i>  <input type="checkbox"/></p> <p><i>NEDDC:</i>                    <i>Revenue - £100,000</i>  <input type="checkbox"/>                                        <i>Capital - £250,000</i>  <input type="checkbox"/></p> <p><input checked="" type="checkbox"/> <i>Please indicate which threshold applies</i></p>	<p>No</p>
<p><b>District Wards Affected</b></p>	<p>N/a</p>
<p><b>Links to Corporate Plan priorities or Policy Framework</b></p>	<p>Providing Our Customers with Excellent Service.  Transforming Our Organisation – good governance</p>

## 8 Document Information

Appendix No	Title
A:	Annual Letter from the Local Government & Social Care Ombudsman 2016/17
B:	Complaints Decided
C:	Complaints Received
<p><b>Background Papers</b> (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

Appendix A

20 July 2017

*By email*

Daniel Swaine  
Chief Executive  
Bolsover District Council

Dear Daniel Swaine,

### **Annual Review letter 2017**

I write to you with our annual summary of statistics on the complaints made to the Local Government and Social Care Ombudsman (LGO) about your authority for the year ended 31 March 2017. The enclosed tables present the number of complaints and enquiries received about your authority and the decisions we made during the period. I hope this information will prove helpful in assessing your authority's performance in handling complaints.

The reporting year saw the retirement of Dr Jane Martin after completing her seven year tenure as Local Government Ombudsman. I was delighted to be appointed to the role of Ombudsman in January and look forward to working with you and colleagues across the local government sector in my new role.

You may notice the inclusion of the '*Social Care Ombudsman*' in our name and logo. You will be aware that since 2010 we have operated with jurisdiction over all registered adult social care providers, able to investigate complaints about care funded and arranged privately. The change is in response to frequent feedback from care providers who tell us that our current name is a real barrier to recognition within the social care sector. We hope this change will help to give this part of our jurisdiction the profile it deserves.

### **Complaint statistics**

Last year, we provided for the first time statistics on how the complaints we upheld against your authority were remedied. This year's letter, again, includes a breakdown of upheld complaints to show how they were remedied. This includes the number of cases where our recommendations remedied the fault and the number of cases where we decided your authority had offered a satisfactory remedy during the local complaints process. In these latter cases we provide reassurance that your authority had satisfactorily attempted to resolve the complaint before the person came to us.

We have chosen not to include a 'compliance rate' this year; this indicated a council's compliance with our recommendations to remedy a fault. From April 2016, we established a new mechanism for ensuring the recommendations we make to councils are implemented, where they are agreed to. This has meant the recommendations we make are more specific, and will often include a time-frame for completion. We will then follow up with a council and seek evidence that recommendations have been implemented. As a result of this new process, we plan to report a more sophisticated suite of information about compliance and service improvement in the future.

This is likely to be just one of several changes we will make to our annual letters and the way we present our data to you in the future. We surveyed councils earlier in the year to find out, amongst other things, how they use the data in annual letters and what data is the most useful; thank you to those officers who responded. The feedback will inform new work to

provide you, your officers and elected members, and members of the public, with more meaningful data that allows for more effective scrutiny and easier comparison with other councils. We will keep in touch with you as this work progresses.

I want to emphasise that the statistics in this letter comprise the data we hold, and may not necessarily align with the data your authority holds. For example, our numbers include enquiries from people we signpost back to the authority, but who may never contact you.

In line with usual practice, we are publishing our annual data for all authorities on our website. The aim of this is to be transparent and provide information that aids the scrutiny of local services.

### **The statutory duty to report Ombudsman findings and recommendations**

As you will no doubt be aware, there is duty under section 5(2) of the Local Government and Housing Act 1989 for your Monitoring Officer to prepare a formal report to the council where it appears that the authority, or any part of it, has acted or is likely to act in such a manner as to constitute maladministration or service failure, and where the LGO has conducted an investigation in relation to the matter.

This requirement applies to all Ombudsman complaint decisions, not just those that result in a public report. It is therefore a significant statutory duty that is triggered in most authorities every year following findings of fault by my office. I have received several enquiries from authorities to ask how I expect this duty to be discharged. I thought it would therefore be useful for me to take this opportunity to comment on this responsibility.

I am conscious that authorities have adopted different approaches to respond proportionately to the issues raised in different Ombudsman investigations in a way that best reflects their own local circumstances. I am comfortable with, and supportive of, a flexible approach to how this duty is discharged. I do not seek to impose a proscriptive approach, as long as the Parliamentary intent is fulfilled in some meaningful way and the authority's performance in relation to Ombudsman investigations is properly communicated to elected members.

As a general guide I would suggest:

- Where my office has made findings of maladministration/fault in regard to routine mistakes and service failures, and the authority has agreed to remedy the complaint by implementing the recommendations made following an investigation, I feel that the duty is satisfactorily discharged if the Monitoring Officer makes a periodic report to the council summarising the findings on all upheld complaints over a specific period. In a small authority this may be adequately addressed through an annual report on complaints to members, for example.
- Where an investigation has wider implications for council policy or exposes a more significant finding of maladministration, perhaps because of the scale of the fault or injustice, or the number of people affected, I would expect the Monitoring Officer to consider whether the implications of that investigation should be individually reported to members.
- In the unlikely event that an authority is minded not to comply with my recommendations following a finding of maladministration, I would always expect the Monitoring Officer to report this to members under section five of the Act. This is an exceptional and unusual course of action for any authority to take and should be considered at the highest tier of the authority.

The duties set out above in relation to the Local Government and Housing Act 1989 are in addition to, not instead of, the pre-existing duties placed on all authorities in relation to Ombudsman reports under The Local Government Act 1974. Under those provisions, whenever my office issues a formal, public report to your authority you are obliged to lay that report before the council for consideration and respond within three months setting out the action that you have taken, or propose to take, in response to the report.

I know that most local authorities are familiar with these arrangements, but I happy to discuss this further with you or your Monitoring Officer if there is any doubt about how to discharge these duties in future.

### **Manual for Councils**

We greatly value our relationships with council Complaints Officers, our single contact points at each authority. To support them in their roles, we have published a Manual for Councils, setting out in detail what we do and how we investigate the complaints we receive. When we surveyed Complaints Officers, we were pleased to hear that 73% reported they have found the manual useful.

The manual is a practical resource and reference point for all council staff, not just those working directly with us, and I encourage you to share it widely within your organisation. The manual can be found on our website [www.lgo.org.uk/link-officers](http://www.lgo.org.uk/link-officers)

### **Complaint handling training**

Our training programme is one of the ways we use the outcomes of complaints to promote wider service improvements and learning. We delivered an ambitious programme of 75 courses during the year, training over 800 council staff and more 400 care provider staff. Post-course surveys showed a 92% increase in delegates' confidence in dealing with complaints. To find out more visit [www.lgo.org.uk/training](http://www.lgo.org.uk/training)

Yours sincerely

A handwritten signature in black ink, appearing to read 'M King', with a stylized flourish at the end.

Michael King  
Local Government and Social Care Ombudsman for England  
Chair, Commission for Local Administration in England

**Local Authority Report:** Bolsover District Council  
**For the Period Ending:** 31/03/2017

For further information on how to interpret our statistics, please visit our website:  
<http://www.lgo.org.uk/information-centre/reports/annual-review-reports/interpreting-local-authority-statistics>

## Complaints and enquiries received

Adult Care Services	Benefits and Tax	Corporate and Other Services	Education and Children's Services	Environment Services	Highways and Transport	Housing	Planning and Development	Other	Total
0	2	1	0	0	0	1	3	0	7

## Decisions made

Detailed Investigations					Total	
Incomplete or Invalid	Advice Given	Referred back for Local Resolution	Closed After Initial Enquiries	Not Upheld	Upheld	
0	0	2	4	0	3	
					Uphold Rate	100%
					Total	9

## Notes

Our uphold rate is calculated in relation to the total number of detailed investigations.

The number of remedied complaints may not equal the number of upheld complaints. This is because, while we may uphold a complaint because we find fault, we may not always find grounds to say that fault caused injustice that ought to be remedied.

## Complaints Remedied

by LGO	Satisfactorily by Authority before LGO Involvement
2	1



## Appendix B –Complaints Decided

	<b>Reference</b>	<b>Authority</b>	<b>Category</b>	<b>Decision D</b>	<b>Decision</b>	<b>Remedy</b>
1	15014152	Bolsover District Council	Corporate & Other Services	07-Apr-16	Upheld	Financial Redress
2	15018144	Bolsover District Council	Planning & Development	25-Apr-16	Closed after initial enquiries	Null
3	15019627	Bolsover District Council	Benefits & Tax	05-Jul-16	Upheld	Satisfactory BinJ remedy
4	16005176	Bolsover District Council	Corporate & Other Services	15-Aug-16	Closed after initial enquiries	Null
5	16005937	Bolsover District Council	Benefits & Tax	27-Oct-16	Upheld	Financial Redress,New appeal/review,Reimbursement/unquantified payment
6	16007085	Bolsover District Council	Housing	16-Aug-16	Referred back for local resolution	Null
7	16008086	Bolsover District Council	Planning & Development	25-Oct-16	Closed after initial enquiries	Null
8	16015708	Bolsover District Council	Benefits & Tax	14-Feb-17	Closed after initial enquiries	Null
9	16015978	Bolsover District Council	Planning & Development	02-Feb-17	Referred back for local resolution	Null

## Appendix C Complaints Received

	<b>Reference</b>	<b>Authority</b>	<b>Category</b>	<b>Received</b>
1	15018144	Bolsover District Council	Planning & Development	11-Apr-16
2	16005176	Bolsover District Council	Corporate & Other Services	11-Jul-16
3	16005937	Bolsover District Council	Benefits & Tax	26-Jul-16
4	16007085	Bolsover District Council	Housing	16-Aug-16
5	16008086	Bolsover District Council	Planning & Development	06-Sep-16
6	16015708	Bolsover District Council	Benefits & Tax	30-Jan-17
7	16015978	Bolsover District Council	Planning & Development	02-Feb-17

**Bolsover District Council****Executive****11<sup>th</sup> September 2017****Arrears – Irrecoverable Items over £2500****Report of Leader and Portfolio Holder – Strategic Planning & Regeneration**

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 £48,853.23 as itemised on the attached schedules.

**1 Report Details**

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

<b>Bankruptcy/ Liquidation</b>		
No of Accounts	Type of Account	
3	Benefit Overpayment	£25,231.01
1	Sundry Debtors	£9,045.23
	<b>Total</b>	<b>£34,276.24</b>

<b>No Trace</b>		
No of Accounts	Type of Account	
2	Business Rates	£14,576.99
	<b>Total</b>	<b>£14,576.99</b>

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 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 £48,853.23 with the proviso that should any of the debts become collectable the amounts be re-debited.

## 7 Decision Information

<p><b>Is the decision a Key Decision?</b>  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></p>	No
<p><b>Is the decision subject to Call-In?</b>  (Only Key Decisions are subject to Call-In)</p>	No
<p><b>District Wards Affected</b></p>	N/A
<p><b>Links to Corporate Plan priorities or Policy Framework</b></p>	Strategic Organisational Development - Continually improving our organisation

## 8 Document Information

Appendix No	Title
1	Benefit Overpayments - Amounts for Write Off – Liquidation/ Bankruptcy
2	Sundry Debtors – Amounts for Write Off – Liquidation/ Bankruptcy
3	Business Rates – Amounts for Write Off – No Trace
<p><b>Background Papers</b> (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
Billing and Recovery Manager	Ext 2432

**BENEFIT OVERPAYMENT: AMOUNTS FOR WRITE OFF: BANKRUPTCY**

	<u>Account Reference</u>	<u>Lead Liabile Name</u>	<u>Address</u>	<u>Account Balance</u>	<u>Invoice Number</u>	<u>Bill Balance</u>
1	76021	MS K SUNDERLAND	76 THE WOODLANDS LANGWITH NG20 9BY	£ 2,853.28	30222625 30227222 30318461 30318856	£ 122.43 £ 2,539.12 £ 12.44 £ 179.29
2	110424	MR B CONSTABLE	68 DALE CLOSE LANGWITH NG20 9EE	£ 18,754.93	30319813 30323401	£14,217.39 £ 4,537.54
3	96263	MR A TAYLOR	24 DEAMON STREET BLACKWELL DE55 5JQ	£ 3,622.80	30253746 30323197	£ 3,570.60 £ 52.20
				<u>£ 25,231.01</u>		

**SUNDRY DEBTORS: AMOUNTS FOR WRITE OFF - LIQUIDATION**

<u>Ref</u>	<u>Name</u>	<u>Address</u>	<u>Amount</u>	<u>Trans Date</u>	<u>Invoice Amount</u>	<u>Section</u>
124040	FREEDOM CARE SERVICES LTD	UNIT H2D & UNIT H2D9 MILL 3	£ 2,083.12	06/08/2015	£ 122.57	Electricity
124037		PLEASLEY VALE BUSINESS PARK		06/08/2015	£ 383.51	Electricity
129086		PLEASLEY VALE		04/02/2016	£ 122.53	Electricity
129083				04/02/2016	£ 426.04	Electricity
131360				14/04/2016	£ 135.36	Electricity
131357				14/04/2016	£ 559.56	Electricity
134133				11/08/2016	£ 65.24	Electricity
134130				11/08/2016	£ 268.31	Electricity
127283			£ 6,065.84	01/12/2015	£ 350.00	Rent
128196				01/01/2016	£ 89.68	Rent
128102				01/01/2016	£ 350.00	Rent
128972				01/02/2016	£ 89.68	Rent
128872				01/02/2016	£ 350.00	Rent
129643				01/03/2016	£ 89.68	Rent
129546				01/03/2016	£ 350.00	Rent
131047				01/04/2016	£ 89.68	Rent
130921				01/04/2016	£ 350.00	Rent
131860				01/05/2016	£ 89.68	Rent
131770				01/05/2016	£ 350.00	Rent
132473				01/06/2016	£ 89.68	Rent
132382				01/06/2016	£ 350.00	Rent
133119				01/07/2016	£ 89.68	Rent
133045				01/07/2016	£ 350.00	Rent
133842				01/08/2016	£ 89.68	Rent
133755				01/08/2016	£ 350.00	Rent
134526				01/09/2016	£ 89.68	Rent
134442				01/09/2016	£ 350.00	Rent
135671				01/10/2016	£ 89.68	Rent

135570		01/10/2016	£	350.00	Rent
136441		01/11/2016	£	89.68	Rent
136354		01/11/2016	£	350.00	Rent
137118		01/12/2016	£	89.68	Rent
137039		01/12/2016	£	350.00	Rent
137859		01/01/2017	£	89.68	Rent
137787		01/01/2017	£	350.00	Rent
122400	£ 896.27	08/06/2015	£	10.40	Service Charge
123996		08/08/2015	£	13.45	Service Charge
124621		08/09/2015	£	4.45	Service Charge
125820		29/09/2015	£	10.62	Service Charge
128197		01/01/2016	£	13.45	Service Charge
128103		01/01/2016	£	52.50	Service Charge
128973		01/02/2016	£	13.45	Service Charge
128873		01/02/2016	£	52.50	Service Charge
129644		01/03/2016	£	13.45	Service Charge
129547		01/03/2016	£	52.50	Service Charge
131048		01/04/2016	£	13.45	Service Charge
130922		01/04/2016	£	52.50	Service Charge
131861		01/05/2016	£	13.45	Service Charge
131771		01/05/2016	£	52.50	Service Charge
132474		01/06/2016	£	13.45	Service Charge
132383		01/06/2016	£	52.50	Service Charge
133120		01/07/2016	£	13.45	Service Charge
133046		01/07/2016	£	52.50	Service Charge
133843		01/08/2016	£	13.45	Service Charge
133756		01/08/2016	£	52.50	Service Charge
134527		01/09/2016	£	13.45	Service Charge
134443		01/09/2016	£	52.50	Service Charge
135672		01/10/2016	£	13.45	Service Charge



135571	01/10/2016	£	52.50	Service Charge
136442	01/11/2016	£	13.45	Service Charge
136355	01/11/2016	£	52.50	Service Charge
137119	01/12/2016	£	13.45	Service Charge
137040	01/12/2016	£	52.50	Service Charge
137860	01/01/2017	£	13.45	Service Charge
137788	01/01/2017	£	52.50	Service Charge

**£ 9,045.23**

**SCHEDULE OF BUSINESS RATES AMOUNTS FOR WRITE OFF: NO TRACE**

	<u>Account Reference</u>	<u>Lead Liabe Name</u>	<u>Address</u>	<u>Account Balance</u>	<u>Liabe From</u>	<u>Liabe To</u>	<u>Bill Balance</u>
1	800170177	MR PAUL WORRALL	3 HANGAR HILL WHITWELL	£ 3,300.00	13/06/2012	01/04/2013	£3,300.00
2	800195034	OAK BARLBOROUGH LTD	ROYAL OAK INN HIGH STREET BARLBOROUGH	£11,276.99	07/01/2016 01/04/2016	01/04/2016 07/06/2016	£6,304.95 £4,972.04
				<u>£14,576.99</u>			

**Bolsover District Council**

**Executive**

**11<sup>th</sup> September 2017**

Guest Rooms in Sheltered Housing

**Report of the Portfolio Holder for Housing**

This report is public

**Purpose of the Report**

To formalise the current working practices in sheltered housing regarding the use of guest rooms.

**1 Report Details**

- 1.1 Many of the council Category 2 sheltered housing schemes have guest rooms. The guest rooms are part of the communal facilities at sheltered housing scheme. The provision of such a facility is recognised as good practices and given that our flats are small, does allow a friend or relative to stay perhaps when visiting from away or when a tenant is ill. Occasionally the room may be used for a short period as a 'taster' for someone who is thinking of moving into the scheme.
- 1.2 It is the understanding of housing staff that the cost of the guest room, which are usually smaller than most occupied rooms. Is covered by the Special Services Charge that is made to all residents in sheltered housing as this is a communal facility.
- 1.3 However, a recent audit into sheltered housing has pointed out that the provision of the guest rooms is not specifically referred to in the explanation of the Special Service Charges in the annual briefing provided to customers. Moreover there is no guidance as to the level of charge, nor what happens to any money.
- 1.4 Working practice and the intention of the Housing Services is that there is no expectation of any charge from the use of the guest room. However, if residents do choose to make a charge they are free to ask for an appropriate donation for the use of the scheme, to set the level of the donation, and to retain any money from this for communal funds. (for reference most schemes currently ask for around £5 per night) It is also the decision of the residents group how these funds are spent.
- 1.5 It is relevant that the usage of the guest rooms is low, but the presence of the room and the ability for family to stay does offer reassurance to residents.

## **2 Conclusions and Reasons for Recommendation**

- 2.1 That the guest rooms offer a valuable resource within sheltered housing schemes.
- 2.2 That as the cost of providing the guest room is met by the special services charge there is no expectation of any additional income from the use of these rooms.
- 2.3 That residents should be free to ask for a donation for the use of the rooms, with any income being retained towards the residents fund.

## **3 Consultation and Equality Impact**

- 3.1 None

## **4 Alternative Options and Reasons for Rejection**

- 4.1 For the Council to levy a charge. Rejected as the cost is covered by the special services charge, and that the administration of any scheme would be an administrative burden.

## **5 Implications**

### **5.1 Finance and Risk Implications**

- 5.1.1 None. This is conformation of existing working practice.

### **5.2 Legal Implications including Data Protection**

- 5.2.1 None

### **5.3 Human Resources Implications**

- 5.3.1 None

## **6 Recommendations**

- 6.1 That the Council continue to make no charge for the use of guest rooms in Category 2 sheltered housing schemes.

**7 Decision Information**

<p><b>Is the decision a Key Decision?</b>  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></p>	<p>No</p>
<p><b>Is the decision subject to Call-In?</b>  (Only Key Decisions are subject to Call-In)</p>	<p>No</p>
<p><b>District Wards Affected</b></p>	<p>All wards with a sheltered housing scheme.</p>
<p><b>Links to Corporate Plan priorities or Policy Framework</b></p>	<p>None</p>

**8 Document Information**

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

**BOLSOVER DISTRICT COUNCIL**

**EXECUTIVE**

**11<sup>TH</sup> SEPTEMBER 2017**

**Streetscene Service Arrangements - Access To Private Unadopted Residential Carriageways**

**Report Of The Portfolio Holder - Community Safety And Streetscene**

This report is public

**Purpose of the Report**

To seek Member authority to enter in to 'indemnity agreements' with developers and/or their management company/successors in title to facilitate access over roads at new housing developments which the Highway Authority (Derbyshire County Council) do not adopt for maintenance at public expense.

**1 Report Details**

- 1.1 As part of new housing development planning process, Streetscene is consulted in respect of service delivery arrangements; in particular, to ensure suitable access is in place to undertake waste collection arrangements.
- 1.2 Carriageways and footways at new developments are constructed to meet the Highway Authority's '6C's Highway Design Standards; and, following a period of maintenance by developers, adopted for maintenance at public expense.
- 1.3 The Highway Authority has reviewed their approach in adopting estate roads; in particular, at developments of 20 or fewer properties. In future, it is unlikely they will adopt estate roads on small developments for maintenance at public expense.
- 1.4 With the increasing number of small developments, Streetscene is receiving requests from housing developers to undertake bin collections from un-adopted roads as an alternative to nominating collection\presentation points on the edge of developments, which in some instances can be of lengthy distance. Due to the size of these developments, it often emerges that carriageways are small and may require multiple reversing and/or turning manoeuvres in cul-de-sacs which present potential for high wear points and complaints and/or claims against the Council.
- 1.5 To safeguard the Council against complaints and/or claims for any potential repairs, it is proposed that developers or their successor in title provide the Council with an 'indemnity' to ensure that the Council is not held liable for future repair and renewal costs on un-adopted roads\footways on new developments where the Highway Authority refuse to adopt them for maintenance at public expense.
- 1.6 Streetscene will assess each development based on access, construction materials and the weight and size of vehicles so not to cause damage to the road surface. In entering into such agreements, the Council would still require that roads\footways be constructed to recognised '6C's Highway Design Standards', as would be required by the Highway Authority, to ensure that un-adopted roads are suitable to accommodate the weight and turning of the large service vehicles.
- 1.7 The Council's waste collection, street cleansing and grounds maintenance service delivery is predominantly revenue budget funded from Council Tax payments;

therefore, this approach presents no revenue financial risk implications as revenue will increase to reflect housing growth.

- 1.8 Highway verge grass cutting is funded by way of the Council's Agency Agreement with Derbyshire County Council; and, in the event roads are un-adopted, the County Council may not wish to meet such costs. However, given the size of these developments there is a low likelihood that grass verges will be incorporated. Where these are, they may be 'designed out' following Streetscene consultation at the planning stage; or, commuted sums agreed to secure future maintenance; or, they are conveyed to neighbouring properties in which it is now usual that developers form a management company to undertake maintenance of the un-adopted areas.

## **2 Conclusions and Reasons for Recommendation**

- 2.1 This report proposes the Council's future policy position in regard to service delivery arrangements on new housing estates; at which, some roads may be un-adopted; and, seeks Executive's approval to enter in to 'indemnity agreements' with developers to ensure like standards and access to service delivery is afforded to residents as enjoyed by households residing along adopted roads.
- 2.2 The Assistant Director Streetscene (ADS) has delegated authority (9.14 Constitution) to acquire, dispose of, grant and obtain rights in land and premises on such terms and conditions as considered appropriate. This report seeks Executive's approval for the ADS to enter in to agreements to ensure uniform standards and access to service delivery is afforded to residents.

## **3 Consultation and Equality Impact**

- 3.1 The Council provides residents with street cleansing, grounds maintenance and '3 bin' kerbside waste collection services. Residents on collection day, present bins at the kerbside outside their property curtilage.
- 3.2 Proposals set out in this report aim to ensure as consistent and equitable approach as possible is maintained when undertaking kerbside waste collections to negate need of nominating bin collection\presentation points of lengthy distance on developments where roads may be un-adopted; also, that these roads enjoy the same level of street cleansing and\or grounds maintenance services.

## **4.0 Alternative Options and Reasons for Rejection**

- 4.1 In the absence of 'indemnity agreements' the Council may have need to designate collection points at the nearest public highway; this of which, may require residents to present bins over lengthy distances and result in obstruction to the highway\footway through multiple bin presentation.

## **5 Implications**

### **5.1 Finance and Risk Implications**

- 5.10 There are no financial implications arising from this report other than internal administrative costs to enter into an indemnity agreement with developer and\or their management company.

### **5.2 Risk Considerations**

- 5.2.1 In the absence entering in to 'indemnity agreements, the Council would have need to nominate bin collection points which may result in resident complaints, dissatisfaction and present obstruction to the public highway on collection days.
- 5.2.2 The provision of street cleansing and grounds maintenance services on un-adopted roads on new developments will ensure a seamless standard of Streetscene Service is delivered across adopted and un-adopted roads on new developments.

### **5.3 Legal Implications including Data Protection**

- 5.3.1 There are no data protection issues arising from this report.
- 5.3.2 The Council is a Waste Collection Authority (WCA) as defined by the Environmental Protection Act 1990. Section 45(1)(a) requiring the Council to arrange for the collection of household waste from any premises and require the occupier, by notice served (s.46(1)) on them, to place the waste for collection in a receptacle of a kind and number specified and on a day and at a position or place.
- 5.3.3 The kind and number of receptacles required to be used must be such as are reasonable but, subject to that, separate receptacles or compartments of receptacles may be required to be used for waste which is to be recycled and waste which is not (s.46(2)).
- 5.3.4 The authority may make provision with respect to the size, construction, and maintenance of the receptacles; the placing of the receptacles for the purpose of facilitating the emptying of them; and the substances or articles which may or may not be put into the receptacles or compartments of receptacles (s46(3) and (4)).
- 5.3.5 The Council's statutory duty to collect household waste is not discharged regardless of whether a carriageway is adopted or un-adopted.
- 5.3.6 The Council is defined as a 'Principal Litter Authority' by way of the Environmental Protection Act 1990 and must ensure, so far as is practicable, clearance of litter and refuse from "relevant land" (s89(1)(c)).
- 5.3.7 "Relevant land" is land that is open to the air (notwithstanding that it is covered if it is open to the air on at least one side) but not a highway, which is under direct control of a local authority to which the public are entitled or permitted to have access with or without payment (s86(4)). A "relevant highway" is one that is maintainable at public expense (s86(9)) but not a trunk road which is a special road.
- 5.3.8 This report proposes the Council seeks 'indemnity agreements' from developers or their successors in title to safeguard the Council when accessing roads on new developments which are not adopted for maintenance by the Highway Authority; also, that un-adopted roads receive street cleansing and grounds maintenance services like that of adopted roads; in particular, due to the Council receiving revenue income from Council Tax to meet service costs, thus ensuring a uniform level of streetscene standards throughout developments.
- 5.3.9 Subject to Executive approving recommendations set out in this report, the Council's Joint Waste Collection and Recycling Policy is updated to reflect these proposals.

### **5.4 Human Resources Implications**

- 5.4.1 There are no human resource implications arising from this report



## 6 Recommendations

6.1 That Executive approves:

- (a) The policy approach of entering in to 'indemnity agreements' with developers or their successors in title at new housing developments to better ensure equity in standards of service delivery at estate roads un-adopted by the Highway Authority.
- (b) The Assistant Director of Streetscene exercises delegated authority to enter in to 'indemnity agreements' with developers and/or their management company/successors in title to facilitate Streetscene service delivery arrangements.
- (c) The Joint Waste Collection and Recycling Policy is update to reflect the Council policy position as set out in this report.

## 7 Decision Information

<p><b>Is the decision a Key Decision?</b>  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 - £75,000</i>   <input type="checkbox"/>                    <i>Capital - £150,000</i>   <input type="checkbox"/></p> <p><i>NEDDC:</i>    <i>Revenue - £100,000</i>   <input type="checkbox"/>                    <i>Capital - £250,000</i>   <input type="checkbox"/></p> <p><input checked="" type="checkbox"/> <i>Please indicate which threshold applies</i></p>	<p>Yes</p> <p>Affecting all District Wards</p>
<p><b>Is the decision subject to Call-In?</b>  (Only Key Decisions are subject to Call-In)</p>	<p>Yes</p>
<p><b>District Wards Affected</b></p>	<p>All</p>
<p><b>Links to Corporate Plan priorities or Policy Framework</b></p>	<ul style="list-style-type: none"> <li>• Providing our <b>Customers</b> with Excellent Service</li> <li>• Supporting our <b>Communities</b> to be Healthier, Safer, Cleaner and Greener</li> </ul>

## 8 Document Information

Appendix No	Title
<p><b>Background Papers</b> (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>	
<b>Report Author</b>	<b>Contact Number</b>
Assistant Director - Streetscene	Ext. 7266\3045

**Bolsover District Council**

**Executive**

**11<sup>th</sup> SEPTEMBER 2017**

**Medium Term Financial Plan - Budget Monitoring Report, Quarter 1 –  
April to June 2017**

**Report of Leader and Portfolio Holder – Strategic Planning & Regeneration**

This report is public

**Purpose of the Report**

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

**1 Report Details**

- 1.1 Officers have continued the integrated approach to budget monitoring in the first quarter with Performance, Risk and Finance being considered together at the combined Directorate meeting held during July 2017. The scope of this report is therefore to report the current financial position following the 2017/18 quarter one monitoring exercise.

**General Fund Revenue Account**

- 1.2 The General Fund Revenue Account summary is shown in **Appendix 1**. The original budget for 2017/18 showed a funding gap of £0.170m. The current budget now shows that this is reduced to £0.103m after the Council tax increase and other movements are included. As savings are identified and secured they are moved into the relevant cost centres within the main General Fund Directorates. Officers have reviewed the opportunities to reduce the salary budgets where savings arose in the first quarter and a further amount of £0.058m can be removed from budgets. **Appendix 5** to this report gives a detailed break-down of the General Fund directorate budgets.

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

- The Growth Directorate shows a favourable variance of £0.264m. This relates mainly to:
  1. Under spends due to invoices not yet paid and vacancies at the end of the quarter (£0.376m) – favourable.

2. Income received in advance of any expenditure (£0.629m) – favourable.
  3. Annual invoices were paid in quarter 1 which makes the profiled budget look overspent (£0.412m) – adverse.
  4. Expenditure has been spent but the income hadn't been received as it is claimed in arrears (£0.316m) – adverse.
  5. Over spends against quarter 1 budget due to less income received, new pressures or where expenditure is seasonal and not profiled over 4 quarters (£0.031) – adverse.
- The Operations Directorate shows an adverse variance of £0.060m. This relates mainly to:
    1. Under spends due to invoices not yet being paid and vacancies at the end of the quarter (£0.186m) – favourable.
    2. Income received in advance of any expenditure (£0.123m) – favourable.
    3. Annual invoices were paid in quarter 1 which makes the profiled budget look overspent (£0.166m) – adverse.
    4. Expenditure has been spent but the income hadn't been received as it is claimed in arrears (£0.220m) – adverse.
  - The Transformation Directorate has an adverse variance of £0.353m. Again, this relates mainly to:
    1. Under spends due to invoices not yet being paid and vacancies at the end of the quarter (£0.030m) – favourable.
    2. Annual invoices were paid in quarter 1 which makes the profiled budget look overspent (£0.275m) – adverse.
    3. Expenditure has been spent but the income hadn't been received as it is claimed in arrears (£0.032m) – adverse.
    4. Over spends against quarter 1 budget due to less income received, new pressures or where expenditure is seasonal and not profiled over 4 quarters (£0.067) – adverse.
- 1.4 In order to improve the monitoring and control of Section 106 monies received by the Council, the sums due to be utilised in a financial year are now recorded within the General Fund directorate budgets with the expenditure recorded against these sums. The amount budgeted to be spent in 2017/18 is £1.877m. There are no deadlines during 2017/18 by which these schemes need to be spent, the earliest deadline is 20/09/18. Officers are working to ensure that all of this spending is undertaken in line with the S106 legal requirements.
- 1.5 The overall position at the end of quarter 1 shows that there is an adverse variance of £0.148m. This is mainly due to £0.853m invoices or commitments being paid or placed on the E-purchasing system for the full year. This compares to £0.963m in 2016/17. This is an indication that the system is being used correctly as orders are being placed as soon as the Council is committed to the expenditure. There are no real budget pressures identified in quarter 1 but officers will continue to monitor the position during the next quarter.

## Housing Revenue Account (HRA)

- 1.6 The Housing Revenue Account summary for the first quarter of 2017/18 is set out in **Appendix 2** to this report. At the end of quarter 1 the HRA is showing a net surplus of £0.107m.

### Income

- 1.7 The quarter 1 income figures show a small adverse variance of £0.010m. This is purely timing of invoices raised and is not a concern at this time in the year.

### Expenditure

- 1.8 Expenditure within most of the operating areas of the HRA shows under spends in the first quarter. There are therefore no budget pressures to report at this stage of the year. It is currently anticipated that expenditure will be in line with approved budgets at the year end.

### HRA – Overall Summary

- 1.9 In light of the above and the expenditure patterns to date, there are no significant issues to report regarding the overall position for the HRA at the end of the first quarter.

## Capital Programme

### Capital Expenditure

- 1.10 The capital programme summary for the first quarter of 2017/18 is provided in **Appendix 3** to this report. The programme has been updated with carried forward budgets from 2016/17 previously approved by Executive.

- 1.11 In headline terms, the capital programme profiled budget for quarter 1 is £6.052m and the actual spend and known commitments total £3.551m, which is £2.501m behind the planned spend position. The main areas to highlight are listed below:

1. Group dwelling boiler replacement has only just started and is likely to be re-profiled at half year £0.652m.
2. New Bolsover HLF scheme is behind due to the unique nature of the scheme £0.734m.
3. Hilltop – HRA new build scheme is in the very early stages £0.498m.
4. The Tangent – Phase 2 is underway but currently £0.212m under spent.
5. JVC/Growth Agenda land purchase is £0.124m under spent as no opportunities to purchase have arisen.

- 1.12 Whilst there are no significant financial issues to report regarding capital expenditure at the end of the first quarter, it must be noted that the delivery of the approved capital programme is behind the profiled position as at quarter 1. Officers will continue to closely monitor the delivery of the Programme.

### Capital Resources

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

## **Treasury Management**

- 1.14 The treasury management function covers the borrowing and investment of Council money. This includes both the management of the Council's day to day cash balances and the management of its long term debt. All transactions are conducted in accordance with the Council's approved strategy and the CIPFA Code of Practice. Good treasury management plays an important role in the sound financial management of the Council's resources.
- 1.15 The Council approved the 2017/18 Treasury Management Strategy at its meeting in February 2017. **Appendix 4** identifies the Treasury Management activity undertaken during the first quarter of 2017/18 and demonstrates that this is in line with the plans agreed as part of the strategy. The income received from investments is currently higher than budgeted and we anticipate that this will continue during the remainder of the financial year. A full assessment of this will be done during the next quarter with a view to amend the budgets accordingly.

## **2 Conclusions and Reasons for Recommendation**

- 2.1 The report summarises the financial position of the Council following the first quarter's budget monitoring exercise for the General Fund, the Housing Revenue Account, Capital Programme and Treasury management activity.

## **3 Consultation and Equality Impact**

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

## **4 Alternative Options and Reasons for Rejection**

- 4.1 The Budget Monitoring report for 2017/18 is primarily a factual report which details progress against previously approved budgets. Accordingly there are no alternative options to consider.

## **5 Implications**

### **5.1 Finance and Risk Implications**

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

### **5.2 Legal Implications including Data Protection**

There are no legal issues arising directly from this report.

### 5.3 Human Resources Implications

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

## 6 Recommendations

- 6.1 That Executive notes the monitoring position of the General Fund at the end of the first quarter as detailed on Appendix 1 and 5 (A net adverse variance of £0.148m against the profiled budget) and the key issues highlighted within this report:
- 6.2 That Executive notes the position on the Housing Revenue Account (HRA), the Capital Programme and Treasury Management at the end of the first quarter (Appendices 2, 3 and 4).

## 7 Decision Information

<p><b>Is the decision a Key Decision?</b>  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></p>	Yes
<p><b>Is the decision subject to Call-In?</b>  (Only Key Decisions are subject to Call-In)</p>	Yes
<p><b>District Wards Affected</b></p>	All
<p><b>Links to Corporate Plan priorities or Policy Framework</b></p>	Providing Excellent customer focussed services. Continually improving our organisation

## 8 Document Information

Appendix No	Title
1	General Fund Summary
2	HRA Summary
3	Capital Programme
4	Treasury Management Update
5	General Fund Detail
<p><b>Background Papers</b> (These are unpublished works which have been relied on to a material extent when preparing the report. They must be listed in the</p>	

section below. If the report is going to Cabinet (NEDDC) or Executive (BDC) you must provide copies of the background papers)

<b>Report Author</b>	<b>Contact Number</b>
Chief Accountant	2458
Assistant Director – Finance, Revenues and Benefits	2414

Report Reference –

## GENERAL FUND

## APPENDIX 1

Description	Per Exec 20/2/17		Movement	Per FMS		
	Original	Since	Current	3 months	3 months	3 months
	Budget	Original	Budget	Budget	Actual	Variance
	2017/18	Budget	2017/18	2017/18	2017/18	2017/18
	£	£	£	£	£	£
Growth Directorate	3,347,867	262,855	3,610,722	902,681	477,698	(424,983)
Operations Directorate	6,551,876	561,901	7,113,777	1,778,444	1,837,968	59,523
Transformation Directorate	2,838,694	56,064	2,894,758	723,690	990,993	267,304
Support Recharges to HRA and Capital	(3,439,642)		(3,439,642)	(859,911)	(859,910)	0
Net transfer payments from Operations		(378,565)	(378,565)	(94,641)	(94,641)	0
Superannuation rate increase	68,605	(68,605)	0	0	0	0
<u>S106 Expenditure due in year</u>						
Growth	879,000	507,329	1,386,329	346,582	507,329	160,747
Transformation	7,829	482,526	490,355	122,589	207,850	85,262
<b>Total Net Expenditure</b>	<b>10,254,229</b>	<b>1,423,505</b>	<b>11,677,734</b>	<b>2,919,434</b>	<b>3,067,287</b>	<b>147,853</b>
Interest Paid including Minimum Revenue Provision (MRP)	877,532	3,747	881,279	220,320	220,320	0
Investment Interest	(81,429)	0	(81,429)	(20,357)	(20,357)	0
	<b>11,050,332</b>	<b>1,427,252</b>	<b>12,477,584</b>	<b>3,119,396</b>	<b>3,267,250</b>	<b>147,853</b>
Contributions to Reserves	871,544		871,544	217,886	217,886	0
Contribution from Earmarked Reserves	(177,609)	(395,196)	(572,805)	(143,201)	(143,201)	0
Contribution from NNDR Growth Protection Reserve	987,907		987,907	246,977	246,977	0
Contribution (from)/to Unapplied Grants/Holding Accounts	(194,946)	2,012	(192,934)	(48,234)	(48,234)	0
Contribution from S106 Holding A/cs	(886,829)	(989,855)	(1,876,684)	(469,171)	(469,171)	0
	<b>11,650,399</b>	<b>44,213</b>	<b>11,694,612</b>	<b>2,923,653</b>	<b>3,071,507</b>	<b>147,853</b>
Parish Precepts	2,387,172	207,668	2,594,840	648,710	648,710	0
Council Tax Support Grant	277,851	0	277,851	69,463	69,463	0
<b>TOTAL NET EXPENDITURE</b>	<b>14,315,422</b>	<b>251,881</b>	<b>14,567,303</b>	<b>3,641,826</b>	<b>3,789,680</b>	<b>147,853</b>
Revenue Support Grant (RSG)	(1,905,813)	0	(1,905,813)	(476,453)	(476,453)	0
<u>Business Rates Retention</u>						
Proportionate share	(9,905,744)	0	(9,905,744)	(2,476,436)	(2,476,436)	0
Tariff payable	5,354,356	0	5,354,356	1,338,589	1,338,589	0
Net levy payment	1,075,883	0	1,075,883	268,971	268,971	0
Section 31 grants received	(401,627)	0	(401,627)	(100,407)	(100,407)	0
Pooling - Levy share	(200,000)	0	(200,000)	(50,000)	(50,000)	0
New Homes Bonus Grant 13/14	(169,639)	0	(169,639)	(42,410)	(42,410)	0
New Homes Bonus Grant 14/15	(292,058)	0	(292,058)	(73,015)	(73,015)	0
New Homes Bonus Grant 15/16	(277,154)	0	(277,154)	(69,289)	(69,289)	0
New Homes Bonus Grant 16/17	(265,993)	(6,496)	(272,489)	(68,122)	(68,122)	0
New Homes Bonus Grant 17/18	(191,202)	0	(191,202)	(47,801)	(47,801)	0
COUNCIL TAX - BDC precept	(3,392,355)	(104,639)	(3,496,994)	(874,249)	(874,249)	0
Council tax - Parish element from above	(2,387,172)	(207,668)	(2,594,840)	(648,710)	(648,710)	0
Council Tax collection fund surplus	(32,775)	0	(32,775)	(8,194)	(8,194)	0
NNDR collection fund surplus	(1,154,359)	0	(1,154,359)	(288,590)	(288,590)	0
<b>TOTAL FUNDING</b>	<b>(14,145,652)</b>	<b>(318,803)</b>	<b>(14,464,455)</b>	<b>(3,616,114)</b>	<b>(3,616,116)</b>	<b>0</b>
<b>Funding gap/ (surplus)</b>	<b>169,770</b>	<b>(66,922)</b>	<b>102,848</b>	<b>25,712</b>	<b>173,564</b>	<b>147,853</b>



## APPENDIX 2

### Housing Revenue Account

Description	Full Years Budget £	3 months Budget £	3 months Actuals £	3 months Variance £
<b>Expenditure</b>				
Repairs and Maintenance	4,826,028	1,206,507	1,110,119	(96,388)
Supervision and Management	4,879,371	1,219,843	1,216,591	(3,252)
Special Services	636,085	159,021	124,789	(34,232)
Supporting People - Wardens	605,108	151,277	145,991	(5,286)
Supporting People - Central Control	209,103	52,276	76,586	24,310
Tenants Participation	88,113	22,028	18,415	(3,614)
Provision for Doubtful Debts	150,000	37,500	37,500	0
Debt Management Expenses	8,438	2,110	3,760	1,651
<b>Total Expenditure</b>	<b>11,402,246</b>	<b>2,850,562</b>	<b>2,733,752</b>	<b>(116,810)</b>
<b>Income</b>				
Rents	(20,371,860)	(5,092,965)	(5,090,135)	2,830
Garage Rents	(105,749)	(26,437)	(26,646)	(208)
Garage Site Rents	(34,702)	(8,676)	(32,754)	(24,078)
Repairs and Maintenance	(10,345)	(2,586)	11,275	13,862
Supervision and Management	(380)	(95)	(76)	19
Special Services	(338,412)	(84,603)	(51,156)	33,447
Supporting People - Wardens	(461,545)	(115,386)	(112,398)	2,988
Supporting People - Central Control	(202,402)	(50,601)	(74,954)	(24,354)
Leasehold Flats and Shops Income	(24,220)	(6,055)	(1,995)	4,060
Other Income	(6,060)	(1,515)	(97)	1,418
<b>Total Income</b>	<b>(21,555,675)</b>	<b>(5,388,919)</b>	<b>(5,378,934)</b>	<b>9,985</b>
<b>Net Cost of Services</b>	<b>(10,153,429)</b>	<b>(2,538,357)</b>	<b>(2,645,182)</b>	<b>(106,825)</b>
<b>Appropriations</b>				
Debt Repayment	1,067,708	266,927	266,927	0
Interest Costs	3,520,572	880,143	880,143	0
Depreciation	2,529,218	632,305	632,305	0
Transfer to Major Repairs Reserve	2,847,051	711,763	711,763	0
Contribution to/(from) HRA Reserves	180,000	45,000	45,000	0
<b>Net Operating (Surplus) / Deficit</b>	<b>(8,880)</b>	<b>(2,220)</b>	<b>(109,045)</b>	<b>(106,825)</b>

**APPENDIX 3**

**CAPITAL PROGRAMME MONITORING REPORT - 2017/18**

<b>Code</b>	<b>Description</b>	<b>Full Years Budget</b>	<b>3 months Budget</b>	<b>3 months Actuals</b>	<b>3 months Variance</b>
		£	£	£	£
C007	ICT Infrastructure	110,150	27,538	5,496	(22,042)
C020	Disabled Facility Grants	400,000	100,000	36,398	(63,602)
C080	8 Hedge cutters	4,000	1,000	0	(1,000)
C081	10 Strimmers	5,000	1,250	0	(1,250)
C092	WA Capital	15,275	3,819	11,497	7,678
C095	AMP - Riverside Depot	1,638	410	1,635	1,225
C098	External Wall Insulation	462,636	115,659	59,212	(56,447)
C100	Electrical Upgrades	200,000	50,000	29,912	(20,088)
C107	Cavity Wall + Loft Insulation	5,000	1,250	0	(1,250)
C113	External Door Replacements	40,000	10,000	2,679	(7,321)
C114	Heating Upgrades	1,200,000	300,000	254,662	(45,338)
C115	Environmental Works	50,000	12,500	0	(12,500)
C117	Decent Homes - External	141,949	35,487	21,299	(14,188)
C118	Kitchen Replacements - Decent Homes	800,000	200,000	23,254	(176,746)
C138	P Vale Outdoor Education Centre Ph 2	41,134	10,284	7,981	(2,302)
C148	AMP - The Arc	44,300	11,075	28,214	17,139
C149	AMP - PV Lodges	101,546	25,387	60,717	35,331
C176	AMP - Leisure Buildings	33,941	8,485	29,270	20,785
C183	Regeneration Mgmt & Admin	69,320	17,330	17,330	0
C198	Van (R+M DY56 OFB)	20,000	5,000	0	(5,000)
C218	Soffit and Fascia	246,351	61,588	53,219	(8,369)
C232	Powerwash Trailer & Fram	16,000	4,000	0	(4,000)
C258	Van (R&M YS10 OUL)	20,000	5,000	0	(5,000)
C262	Ford Ranger (Leisure PV )	20,500	5,125	0	(5,125)
C270	Ranger XL 4x4 Cab 2.5	21,000	5,250	0	(5,250)
C272	Transit 280 2.2 115PS	20,000	5,000	18,720	13,720
C273	Transit 280 SWB 2.2 115P	20,000	5,000	14,640	9,640
C274	Transit 280 SWB 2.2 115P	20,000	5,000	14,640	9,640
C278	Transit 350 LWB 2.4 100P	21,000	5,250	0	(5,250)

**APPENDIX 3**

**CAPITAL PROGRAMME MONITORING REPORT - 2017/18**

Code	Description	Full Years	3 months	3 months	3 months
		Budget	Budget	Actuals	Variance
		£	£	£	£
C279	Transit 350 LWB 2.4 115P	21,000	5,250	13,077	7,827
C280	Transit 350 LWB 2.4 100P	21,000	5,250	0	(5,250)
C281	Ramsomes Ride on Mower	10,501	2,625	0	(2,625)
C282	Ramsomes Ride on Mower	27,000	6,750	16,499	9,749
C283	Ramsomes Ride on Mower	10,501	2,625	0	(2,625)
C293	GD Boiler Replacement / Heat Meters	2,952,809	738,202	87,000	(651,202)
C294	New Bolsover	317,315	79,329	11,394	(67,935)
C295	Re Roofing	756,710	189,178	229,291	40,113
C297	AMP - The Tangent	3,416	854	3,416	2,562
C298	2nd Extreme Wheels RS Ve	90,000	22,500	0	(22,500)
C299	Transit 350LWB Utility D/Cab Tipper 125PS (YT12 UMS)	32,000	8,000	0	(8,000)
C300	Transit 350LWB Utility D/Cab Tipper 100PS (YT12 MMU)	32,000	8,000	0	(8,000)
C301	CAR (Wardens FN12 RUC)	12,000	3,000	0	(3,000)
C302	CAR (Wardens FN12 PYX)	12,000	3,000	0	(3,000)
C303	CAR (Wardens FN12 RXA)	12,000	3,000	0	(3,000)
C304	CAR (Wardens YM12 FTT)	12,000	3,000	0	(3,000)
C305	CAR (Wardens FN12 RVV)	12,000	3,000	0	(3,000)
C306	CAR (Wardens FN12 PPF)	12,000	3,000	0	(3,000)
C307	CAR (Wardens FN12 RVX)	12,000	3,000	0	(3,000)
C308	Luton Van (Leisure)	40,000	10,000	0	(10,000)
C309	Go Carts x 2	17,000	4,250	0	(4,250)
C311	B@home Phase 2	840,750	210,188	0	(210,188)
C312	Flat Roofing	50,000	12,500	3,981	(8,519)
C314	Asset Management Plan (Refurbishment Work)	92,091	23,023	0	(23,023)
C315	Clowne Leisure Facility	13,213	3,303	(18,734)	(22,037)
C318	Refurbishment - 3 Cotton St Bolsover	8,921	2,230	2,742	512
C319	Shirebrook Contact Centre	128,453	32,113	4,900	(27,213)
C322	Blackwell Hotel Site - HRA New Build	140,313	35,078	136,028	100,949

**APPENDIX 3**

**CAPITAL PROGRAMME MONITORING REPORT - 2017/18**

Code	Description	Full Years	3 months	3 months	3 months
		Budget	Budget	Actuals	Variance
		£	£	£	£
C326	Refurbishment of Oxcroft House	27,500	6,875	0	(6,875)
C330	Go-Active Equipment	4,886	1,222	4,735	3,514
C332	Fir Close Shirebrook - HRA New Build	1,311,715	327,929	629,449	301,520
C333	Derwent Drive Tibshelf - HRA New Build	1,511,650	377,913	509,703	131,791
C334	Recreation Close Clowne	170,000	42,500	0	(42,500)
C337	Chipper (Medium)	5,905	1,476	0	(1,476)
C338	Chipper (Medium)	5,905	1,476	0	(1,476)
C339	5/7 Gang Mower	25,000	6,250	0	(6,250)
C340	Van Can (TR06 HXP)	12,500	3,125	12,262	9,137
C341	Van Can (YR06 HXK)	12,500	3,125	12,262	9,137
C342	Rear Flail	10,000	2,500	4,910	2,410
C343	Van Can	12,500	3,125	0	(3,125)
C344	Chipper Large	18,000	4,500	0	(4,500)
C345	Quad Bike (FJ57 KVE)	12,000	3,000	0	(3,000)
C350	New Bolsover-Repair&Conservation BDC	3,277,115	819,279	239,715	(579,563)
C351	New Bolsover-Repair&Conservation Private	616,627	154,157	0	(154,157)
C352	New Bolsover-Other Cap Works-Landscaping	150,000	37,500	0	(37,500)
C353	New Bolsover-Comp&Fac (Prelims)BDC	280,568	70,142	0	(70,142)
C354	New Bolsover-Comp&Fac (Prelims)Private	24,179	6,045	0	(6,045)
C355	New Bolsover-Decants BDC	250,000	62,500	0	(62,500)
C356	New Bolsover-Fees(HLP, PD CDM)-BDC	51,165	12,791	10,531	(2,260)
C357	New Bolsover-Fees(HLP, PD CDM)-Private	20,524	5,131	0	(5,131)
C360	New Bolsover - Staff Cos/Basic Salary	55,564	13,891	10,881	(3,010)
C362	Pleasley Vale Mill 1 - Dam Wall	126,617	31,654	3,364	(28,290)
C363	Car Parking at Clowne	150,000	37,500	65,000	27,500
C364	Revenues & Benefits Software	61,797	15,449	58,990	43,541

**APPENDIX 3**

**CAPITAL PROGRAMME MONITORING REPORT - 2017/18**

<b>Code</b>	<b>Description</b>	<b>Full Years Budget</b>	<b>3 months Budget</b>	<b>3 months Actuals</b>	<b>3 months Variance</b>
		£	£	£	£
C365	Security and CCTV at Pleasley Vale	197,550	49,388	57,922	8,535
C366	The Tangent - Phase 2	1,371,697	342,924	130,662	(212,262)
C372	JVC / Growth Agenda Land Purchase	494,000	123,500	0	(123,500)
C373	Hilltop - HRA New Build	3,567,749	891,937	394,329	(497,608)
C375	Shirebrook Forward	25,000	6,250	25,000	18,750
C376	PV Lightning Protection	15,326	3,832	15,326	11,495
C377	PV Mansafe System	140,076	35,019	111,532	76,513
C378	PV Mill 2 Unit 12 roofing	14,826	3,707	13,998	10,292
C380	Telephony & Contract Management Software	70,000	17,500	59,733	42,233
C382	Vehicle Lift for Garage	40,000	10,000	0	(10,000)
C383	PV Fire Compartmentation & Fire Doors	76,030	19,008	0	(19,008)
C423	Can Rangers Expansion	100,000	25,000	0	(25,000)
C424	Enforcement Fund	50,000	12,500	0	(12,500)
<b>TOTAL CAPITAL EXPENDITURE</b>		<b>24,206,204</b>	<b>6,051,551</b>	<b>3,550,675</b>	<b>(2,500,876)</b>

**Capital Financing**

Specified Capital Grant	400,000	100,000	36,398	(63,602)
Private Sector Contributions	0	0	0	0
Prudential Borrowing	8,031,088	2,007,772	1,762,520	(245,252)
Reserves	3,899,647	974,912	352,523	(622,388)
Capital Receipts	727,362	181,841	333,376	151,535
Major Repairs Allowance	10,431,213	2,607,803	1,054,976	(1,552,828)
Direct Revenue Financing	0	0	0	0
External Grant	716,894	179,224	10,881	(168,342)
<b>TOTAL CAPITAL FINANCING</b>	<b>24,206,204</b>	<b>6,051,551</b>	<b>3,550,675</b>	<b>(2,500,876)</b>

**Activity 2017/18**

**PWLB Borrowing**

The Council has not taken any new loans from the PWLB during the first three months.

As at 1 April 2017 the Authority's total outstanding PWLB debt amounted to £103,100,000. The profile of the outstanding debt is analysed as follows: -

<b>PWLB Borrowing Term</b>	<b>Maturity Profile 30-Jun-17</b>
	£
12 Months	1,000,000
1-2 years	0
2-5 years	8,700,000
5-10 years	19,600,000
10-15 years	16,000,000
over 15 years	57,800,000
<b>Total PWLB Debt</b>	<b>103,100,000</b>

At 30 June 2017 nothing has been repaid to the PWLB.

**PWLB Interest**

The total interest cost to the Council of the PWLB debt for 2017/18 is estimated at £3,662,457. This cost is split between the HRA and General Fund based on the level of debt outstanding. Interest paid to the PWLB in the three months was £1,837,775.

**Temporary Borrowing**

Cash flow monitoring and management identifies the need for short term borrowing to cover delays in the receipt of income during the year. No interest charges were incurred during the first three months on overdrawn bank balances. At 30 June 2017 the only temporary borrowing undertaken by the Council was £509,477.61 which is the investment balances held on behalf of Parish Councils.

**Temporary Investments**

The following tables show the investments and interest earned to 30 June 2017:

Investments on call

<b>Counterparty</b>	<b>Balance at 1/4/17</b>	<b>Deposits</b>	<b>Withdrawals</b>	<b>Interest received</b>	<b>Balance at 30/06/17</b>
	£	£	£	£	£
BNP Paribas (MMF)	5,000,000	0	0	3,519	5,003,519
Standard Life (MMF)	5,000,000	5,000,000	(5,000,000)	2,154	5,002,154
Aberdeen (MMF)	2,000,000	2,000,000	(4,000,064)	64	0
Invesco (MMF)	5,000,000	5,000,000	(6,000,000)	3,072	4,003,072
	<b>17,000,000</b>	<b>12,000,000</b>	<b>(15,000,064)</b>	<b>8,809</b>	<b>14,008,745</b>

**Treasury Management Update****APPENDIX 4****Fixed-term investments**

<b>Counterparty</b>	<b>Balance at 1/4/17</b>	<b>Deposits</b>	<b>Withdrawals</b>	<b>Interest received</b>	<b>Balance at 30/06/17</b>
	£	£	£	£	£
<b>Banks / Building Societies</b>					
Nationwide BS	5,000,000			5,235	5,005,235
<b>Local Authorities</b>					
Surrey Heath	5,000,000	0	0	5,609	5,005,609
Cheshire East	5,000,000	0	(5,000,931)	931	0
Dumfries	5,000,000		(5,000,989)	989	0
Salford	5,000,000			6,233	5,006,233
Doncaster	0	5,000,000		5,424	5,005,424
Liverpool	0	5,000,000		4,359	5,004,359
Stockport	0	5,000,000		7,071	5,007,071
	<b>25,000,000</b>	<b>15,000,000</b>	<b>(10,001,920)</b>	<b>35,851</b>	<b>30,033,931</b>

The investments have been made in accordance with the Council's Treasury Management Strategy.

**Interest Received**

The performance of these investments is as follows:

	<b>Quarter 1</b>	<b>3 months Budget</b>
Interest generated	£44,660	£21,545
Average rate of interest	0.35%	0.25%
Bank of England base rate	0.25%	0.25%

Interest rates offered by most institutions remain low.

**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.

	<b>Actual to Date 2017/18</b>	<b>Approved limits 2017/18</b>
Authorised Limit (total Council external borrowing limit)	115,106,113	119,999,000
Operational Boundary	110,106,113	114,999,000

**General Fund - Cost centres**

**APPENDIX 5**

	1/4/17 - 30/6/17	Full Years	3 months	3 months	3 months	
		Budget	Budget	Actuals	Variance	
		£	£	£	£	
G005	Joint Chief Executive Officer	81,963	20,491	20,126	(365)	
G006	CEPT	368,123	92,031	123,313	31,282	Payments made for the year - can't be 1/4ly profiled.
G010	Neighbourhood Management	87,730	21,933	21,933	1	
G017	Private Sector Housing Renewal	58,182	14,546	10,088	(4,458)	
G020	Public Health	(28,000)	(7,000)	192,070	199,070	Joint crematorium income not yet received from CBC.
G021	Pollution Reduction	178,524	44,631	47,483	2,852	
G022	Health + Safety	0	0	(215)	(215)	
G023	Pest Control	50,379	12,595	13,056	461	
G025	Food Safety	143,607	35,902	35,902	0	
G026	Animal Welfare	101,370	25,343	27,893	2,551	
G030	Street Trading	(452)	(113)	0	113	
G036	Environmental Health Mgmt + Admin	168,756	42,189	42,189	(0)	
G053	Licensing	(41,407)	(10,352)	4,642	14,993	
G054	Electoral Registration	151,877	37,969	69,383	31,414	Redundancy costs which will be charged to reserves.
G055	Democratic Representation + Management	533,394	133,349	141,822	8,474	
G056	Land Charges	(6,620)	(1,655)	(7,831)	(6,176)	
G057	District Council Elections	5,000	1,250	(160)	(1,410)	
G058	Democratic Services	173,738	43,435	45,510	2,076	
G060	Legal Services	188,403	47,101	43,397	(3,703)	
G073	Planning Policy	378,134	94,534	84,418	(10,115)	



General Fund - Cost centres

APPENDIX 5

	1/4/17 - 30/6/17	Full Years	3 months	3 months	3 months	
		Budget	Budget	Actuals	Variance	
		£	£	£	£	
G074	Planning Development Control	4,551	1,138	(43,941)	(45,079)	Income for fees is already £60k more than budget.
G076	Planning Enforcement	77,979	19,495	19,560	65	
G079	Senior Urban Design Officer	21,085	5,271	12,530	7,259	
G085	Economic Development	39,192	9,798	24,626	14,828	
G086	Alliance	7,250	1,813	36	(1,777)	
G088	Derbyshire Economic Partnership	15,000	3,750	0	(3,750)	
G116	Parish Council Elections	0	0	1,484	1,484	
G122	County Council Elections	0	0	37,153	37,153	Income not yet received - should be reimbursed by County.
G130	Parliamentary Elections	0	0	(12,030)	(12,030)	
G132	Planning Conservation	105,194	26,299	7,158	(19,140)	
G134	Referendum	0	0	25,189	25,189	Income not yet received - should be reimbursed.
G143	Housing Strategy	43,556	10,889	9,889	(1,000)	
G144	Enabling (Housing)	36,555	9,139	9,139	0	
G157	Controlling Migration Fund	(44,503)	(11,126)	(676,745)	(665,620)	Income received in advance £509k and no expenditure incurred in Q1.
G158	Police Commissioners Elections	0	0	23,352	23,352	Income not yet received - should be reimbursed.
G171	S106 Education	507,329	126,832	507,329	380,497	Payment made to DCC - can't be 1/4ly profiled. Earliest deadline 1/3/19 - reported to S106 group 11/7/17.
G176	Affordable Warmth	30,572	7,643	7,643	0	
G192	Scrutiny	20,720	5,180	4,833	(347)	
G193	Economic Development Management + Admin	226,854	56,714	66,418	9,705	
G194	Assist Dir - Economic Growth	36,799	9,200	9,198	(1)	

General Fund - Cost centres

APPENDIX 5

	1/4/17 - 30/6/17	Full Years	3 months	3 months	3 months	
		Budget	Budget	Actuals	Variance	
		£	£	£	£	
G195	Assist Dir - Governance + Monitoring	36,330	9,083	8,891	(192)	
G196	Assist Dir - Planning + Env Health	35,927	8,982	8,891	(91)	
G204	CEPT - BIG Lottery Talent Match	0	0	(3,298)	(3,298)	
G212	Budget Buddies	9,799	2,450	4,000	1,550	
G216	Raising Aspirations	52,300	13,075	(46,493)	(59,568)	Income received in advance.
G218	Namibia Bound	2,400	600	0	(600)	
G220	Locality Funding	7,500	1,875	7,500	5,625	
G225	Eats and Treats Events	14,984	3,746	(915)	(4,661)	
G226	S106 - Highways	879,000	219,750	0	(219,750)	Payment not yet made - can't be profiled 1/4ly. Earliest deadline is 5 yrs from completion - reported to S106 group 11/7/17.
G240	Affordable Warmth Buddies	26,535	6,634	250	(6,384)	
G241	Working Together for Older People	24,851	6,213	0	(6,213)	
G242	New Bolsover MV - CVP Worker	12,425	3,106	34,418	31,312	Income not yet received from HLF.
G244	Bolsover Business Growth Fund	174,166	43,542	23,942	(19,599)	
	<b>Total for: Growth Directorate</b>	<b>4,997,051</b>	<b>1,249,263</b>	<b>985,027</b>	<b>(264,236)</b>	
G001	Audit Services	124,600	31,150	29,162	(1,988)	
G007	Community Safety - Crime Reduction	52,753	13,188	7,059	(6,130)	
G008	Safer Stronger Communities	0	0	504	504	
G013	Community Action Network	241,960	60,490	40,098	(20,392)	Grant income received in advance.
G024	Street Cleansing	368,151	92,038	77,518	(14,520)	
G028	Waste Collection	940,176	235,044	204,397	(30,647)	Vacancies to fund G032.

General Fund - Cost centres

APPENDIX 5

	1/4/17 - 30/6/17	Full Years	3 months	3 months	3 months	
		Budget	Budget	Actuals	Variance	
		£	£	£	£	
G032	Grounds Maintenance	528,459	132,115	170,440	38,326	Being funded by G028, plus s/debtor to DCC not yet raised for Q1 £17k.
G033	Vehicle Fleet	747,484	186,871	238,512	51,641	S/debtor for Q1 not yet raised £23k plus order for more than Q1 for diesel on the FMS.
G038	Concessionary Fares + TV Licenses	(9,424)	(2,356)	1,025	3,381	
G040	Corporate Management	141,733	35,433	37,267	1,833	
G041	Non Distributed Costs	681,457	170,364	154,251	(16,113)	
G044	Financial Services	322,906	80,727	75,071	(5,656)	
G046	Homelessness	162,182	40,546	22,043	(18,502)	
G048	Town Centre Housing	(10,700)	(2,675)	0	2,675	
G080	Engineering Services	83,766	20,942	55,339	34,397	NNDR paid for full year £35k.
G081	Drainage Services	3,300	825	0	(825)	
G083	Building Control Consortium	55,000	13,750	4,822	(8,928)	
G089	Premises Development	(72,354)	(18,089)	(12,570)	5,518	
G090	Pleasley Vale Mills	(176,041)	(44,010)	(59,675)	(15,665)	
G091	CISWO Duke St Building	20,000	5,000	1,674	(3,326)	
G092	Pleasley Vale Electricity Trading	(78,000)	(19,500)	7,383	26,883	S/debtor invoices only raised for 2 months £25k under acheived.
G095	Estates + Property	651,916	162,979	144,849	(18,130)	
G096	Building Cleaning (General)	82,478	20,620	21,512	892	
G097	Groundwork + Drainage Operations	46,730	11,683	10,363	(1,320)	
G099	Catering	6,000	1,500	1,197	(303)	
G100	Benefits	747,043	186,761	129,843	(56,917)	Grant income received in advance £52k.

General Fund - Cost centres

APPENDIX 5

	1/4/17 - 30/6/17	Full Years	3 months	3 months	3 months	
		Budget	Budget	Actuals	Variance	
		£	£	£	£	
G103	Council Tax / NNDR	286,184	71,546	159,684	88,138	Income not posted until year end £65k. Enforcement and appeals budget committed for full year £19k.
G104	Sundry Debtors	91,497	22,874	29,949	7,075	
G106	Housing Anti Social Behaviour	73,596	18,399	18,686	287	
G111	Shared Procurement Unit	34,860	8,715	9,464	749	
G113	Parenting Practitioner	46,809	11,702	11,599	(103)	
G123	Riverside Depot	168,935	42,234	82,640	40,406	NNDR paid for full year £34k.
G124	Street Servs Mgmt + Admin	70,514	17,629	16,674	(954)	
G133	The Tangent Business Hub	(19,984)	(4,996)	11,768	16,764	
G135	Domestic Violence Worker	40,117	10,029	11,040	1,010	
G142	Community Safety - CCTV	31,860	7,965	3,133	(4,832)	
G148	Trade Waste	(57,385)	(14,346)	(108,210)	(93,864)	S/debtors raised for more than 1/4 £47k. Q1 invoice to DCC not paid or committed £46k.
G149	Recycling	209,066	52,267	92,192	39,925	S/debtor for Q1 not yet raised £90k and invoices not paid to DCC yet.
G151	Street Lighting	26,021	6,505	0	(6,505)	
G153	Housing Advice	12,407	3,102	3,055	(47)	
G156	The Arc	204,340	51,085	86,769	35,684	NNDR paid for full year £49k.
G161	Rent Rebates	0	0	0	0	year end entries only
G162	Rent Allowances	0	0	0	0	year end entries only
G164	Support Recharges	(3,439,642)	(859,911)	(859,911)	(0)	
G167	Facilities Management	23,541	5,885	2,297	(3,589)	
G169	Closed Churchyards	10,000	2,500	0	(2,500)	

General Fund - Cost centres

APPENDIX 5

	1/4/17 - 30/6/17	Full Years	3 months	3 months	3 months	
		Budget	Budget	Actuals	Variance	
		£	£	£	£	
G177	Discretionary Housing Payments	0	0	0	0	year end entries only
G190	Executive Director - Operations	52,168	13,042	13,042	0	
G197	Assist Dir - Finance, Revenues + Benefits	35,371	8,843	8,843	0	
G199	Assist Dir - Street Scene	34,956	8,739	8,739	0	
G208	Assist Dir - Estates and Property	36,066	9,017	7,622	(1,394)	
G219	Community Cohesion Officer	5,993	1,498	8,076	6,578	
G237	Joint Venture (LLP)	33,770	8,443	(92)	(8,535)	
G239	Housing + Comm Safety Fixed Pen Acc.	1,500	375	(1,085)	(1,460)	
	<b>Total for Operations Directorate</b>	<b>3,674,135</b>	<b>918,534</b>	<b>978,057</b>	<b>59,524</b>	
G002	I.C.T.	685,249	171,312	331,084	159,772	Maintenance contracts paid for the full year.
G003	Reprographics (printing)	124,908	31,227	32,801	1,574	
G014	Customer Contact Service	746,707	186,677	186,088	(588)	
G015	Strategy + Performance	125,328	31,332	32,108	776	
G027	Emergency Planning	16,292	4,073	0	(4,073)	
G052	Human Resources	183,662	45,916	43,030	(2,886)	
G061	Bolsover Wellness Programme	7,956	1,989	34,262	32,273	Income not yet received from CEPT.
G062	Extreme Wheels	(3,476)	(869)	4,677	5,546	
G063	Go Football	13,899	3,475	2,895	(580)	
G064	Bolsover Community Sports Coach Scheme	136,026	34,007	42,903	8,896	
G065	Parks, Playgrounds + Open Spaces	51,319	12,830	12,020	(809)	
G067	Culture + Heritage	3,670	918	4,053	3,136	
G069	Brass Festival	390	98	384	287	

General Fund - Cost centres

APPENDIX 5

	1/4/17 - 30/6/17	Full Years	3 months	3 months	3 months	
		Budget	Budget	Actuals	Variance	
		£	£	£	£	
G070	Outdoor Sports & Recreation Facilities	28,165	7,041	8,660	1,619	
G072	Leisure Services Mgmt & Admin	212,945	53,236	55,911	2,675	
G117	Payroll	74,605	18,651	18,365	(286)	
G125	S106 Percent for Art	104,370	26,093	(4,172)	(30,265)	Payment not yet made - can't be profiled 1/4ly. Earliest deadline 1/5/19 - reported to S106 group 11/7/17.
G126	S106 Formal and Informal Recreation	165,908	41,477	122,855	81,378	Payment made - can't be 1/4ly profiled. Earliest deadline 20/9/18 - reported to S106 group 11/7/17.
G129	Bolsover Apprenticeship Programme	20,608	5,152	8,232	3,080	
G146	Pleasley Vale Outdoor Activity Centre	44,166	11,042	18,386	7,345	
G155	Customer Services	28,624	7,156	7,316	160	
G168	Multifunctional Printers	54,646	13,662	17,433	3,771	
G170	S106 Outdoor Sports	220,077	55,019	89,167	34,148	Payment made - can't be 1/4ly profiled. Earliest deadline 20/9/18 - reported to S106 group 11/7/17.
G175	Leisure Outdoor Activity Events	0	0	889	889	
G179	Streets Sports	750	188	0	(188)	
G180	Special Events	94	24	0	(24)	
G181	BLACA	0	0	14	14	
G183	Netball	1,080	270	694	424	
G185	Club Link Makers	0	0	(1,088)	(1,088)	
G186	PL4S Satellite Programme	0	0	(339)	(339)	
G188	Cotton Street Contact Centre	31,568	7,892	12,220	4,328	
G189	Executive Director - Transformation	52,403	13,101	13,101	0	

**General Fund - Cost centres**

**APPENDIX 5**

	<b>1/4/17 - 30/6/17</b>	<b>Full Years</b>	<b>3 months</b>	<b>3 months</b>	<b>3 months</b>	
		<b>Budget</b>	<b>Budget</b>	<b>Actuals</b>	<b>Variance</b>	
		<b>£</b>	<b>£</b>	<b>£</b>	<b>£</b>	
G200	Assist Dir - Customer Services + Improvement	36,262	9,066	7,444	(1,622)	
G201	Assist Dir - HR + Payroll	36,087	9,022	8,825	(197)	
G202	Assist Dir - Leisure	36,282	9,071	8,890	(180)	
G205	Innovation	0	0	13	13	
G206	Street Games	1,500	375	(3,127)	(3,502)	
G207	Cycling	1,840	460	86	(374)	
G221	Physical Inactivity	0	0	(16,367)	(16,367)	
G228	Go Active Clowne Leisure Centre	70,601	17,650	84,182	66,532	This budget is being looked at now centre is operational. Income to cover extra expenditure.
G238	HR Health + Safety	70,602	17,651	15,359	(2,292)	
G243	Tibshelf Public Art - planning condition	0	0	(413)	(413)	
	<b>Total for Transformation Directorate</b>	<b>3,385,113</b>	<b>846,278</b>	<b>1,198,843</b>	<b>352,565</b>	

**Bolsover District Council**

**Executive**

**11<sup>th</sup> September 2017**

Housing IT Upgrade
--------------------

**Report of the Deputy Leader and Portfolio Holder – People and Places**

This report is public

**Purpose of the Report**

- To agree to upgrade the Current Housing Management System

**1 Report Details**

- 1.1 Since around 2000 the Housing Department has used Capita as the main housing management software. In addition to the main software the department also uses other software such as Arbritas (choice based lettings), Codeman (asset management), First Touch (mobile working), Optitime (work scheduling). These are interfaced to the main system.
- 1.2 Although the current system has worked well it appears to be approaching the end of its life. Capita offer an upgraded product that is a complete rebuild and uses different architecture to operate. Although there are no plans to stop support for the current system, there is very little development. We understand the existed version is no longer being sold to new clients. In contrast the upgrade is being actively developed and marketed.
- 1.3 Although both software systems offer housing management functionality, The current system relies on third part products interfaced to the system. In contrast the upgrade contains much of the functionality within the main product.

The upgraded system also offers much more functionality than the existing system.

<b>Existing</b>	<b>Upgrade</b>
Codeman *	Asset Management
	Decent Homes
	Planned Maintenance
Biquery	Master query
Debt Management	Debt Management



Homelessness and Housing Advice	Homelessness and Housing Advice
Void	Housing and Void Control
Direct Debit	Direct Debit
Repairs	Total Mobile Repairs
	Service Charges
	Servicing
	Asbestos Data
Workforce scheduling *	Workforce scheduling *
Core	Core
Housing Allocations	Housing Allocations
	The Hub
Rents	Rents
Repairs and Maintenance	Repairs and Maintenance
Biquery	Insight
Choice based lettings *	Choice Based Lettings
Mobile solution (3 <sup>rd</sup> party)*	Mobile Solution (Capita)

(\* indicates that functionality is via an interface to a thirds party product)

- 1.4 The Housing Department has a service plan commitment to review IT provision by 2019. And as part of this has received product demonstrations from the two main suppliers of Housing Management Software.
- 1.5 Officers concluded that an upgrade would provide a long term answer to the needs of the Housing Service and asked Capita to price this.
- 1.6 There are no additional software costs for the upgrade. And the new system has significant lower licensing and annual maintenance costs than the current system (for clarity this compares the current system with 'add-ons' that will be replaced with the upgraded integrated system. Some costs such a Omfax, the repair diagnostic and Opti-time scheduling remain and have been excluded from the calculation) However there are significant service costs for the initial implementation, this is mainly costs for Capita staff involved with the implementation.
- 1.7 Overall there will be a nominal saving over a ten year period. However, as seen above, the upgrade offers significantly more functionality. The overall cost of this upgrade is significantly less then purchasing a new system through a tender process. Moreover, Capita staff are well experienced in this work, and it avoids conflict and blame between different suppliers.
- 1.8 ICT staff have been invited to all software presentations.
- 1.9 Given that the implementation of the software will be led by just 2 permanent staff within the Housing Service (Innovation Officers) it is proposed to introduce the upgrade over a 18 month period with a target go live date of April 2019 for the existing functionality. As part of the implementation plan a Project Board will be developed with officer and member representation.
- 1.10 The main cost for upgrading is in consultancy days from Capita. This include on site and off site days involved with the build. In addition there will be upfront licence costs to pay.

1.11 Savings for the project come from the reduced ongoing maintenance costs of the systems. The maintenance of the upgraded Capita system is around 50% of the current costs, and a number of third party payments will cease. Moreover there will be ongoing savings from upgrades which all systems need from time to time, for example Abritas have quoted £30k for an upgrade to their system which will not be needed with an upgrade to the Capita system. (The business case assumes the current systems will cost £5,000 per year more than the single system, the Abritas upgrade is included)

Although the proposal will cost more in year one there will be significant saving in future years.

1.12 As part of the implementation it is proposed to introduce an additional member of staff for an 18 month period. This role will be to assist the Innovation Officers in the build of the new system, including testing the system and data inputting/checking. This role could also 'backfill' some of the routine jobs carried out by the Innovation Officers. The total cost for this role, assuming grade 5, would be £37,340 for an 18 month period. This post would be subject to job evaluation

### Estimated Expenditure

	Current System	Proposal	Additional Staff costs	(Saving) / Cos
Year 1	£111,280.00	£305,195.00	£12,447	206,362
Year 2	£82,424.20	£38,075.70	£24,893	-19,456
Year 3	£83,585.56	£38,646.83		-44,939
Year 4	£84,764.35	£39,226.53		-45,538
Year 5	£85,960.81	£39,814.93		-46,146
Year 6	£87,175.22	£40,412.15		-46,763
Year 7	£88,407.85	£41,018.34		-47,390
Year 8	£89,658.97	£41,633.61		-48,025
Year 9	£90,928.85	£42,258.12		-48,671
Year 10	£92,217.79	£42,891.99		-49,326
<b>TOTAL</b>	<b>£896,403.61</b>	<b>£669,173.20</b>	<b>£37,340</b>	<b>-189,890</b>

This suggests a project saving of £189,890 over a ten year period. With payback within 5 years. However, more realistically the software is likely to last at least 15 years which provides an additional saving of around £250,000.

- 1.12 The costs for this upgrade can be met from existing Housing Budgets. The upfront development costs would be capitalised and there would be an ongoing revenue saving from this proposal.

## **2 Conclusions and Reasons for Recommendation**

- 2.1 That the current software needs to be upgraded, and the Housing Service will benefit from the additional functionality that the upgrade allows.
- 2.2 The Housing Management System is upgraded

## **3 Consultation and Equality Impact**

- 3.1 None directly

## **4 Alternative Options and Reasons for Rejection**

- 4.1 To retain the current – rejected as the software is not being actively developed.
- 4.2 To introduce new software from a different supplier. Rejected as this process could only be after a full tender process which is both costly and time consuming.

## **5 Implications**

### **5.1 Finance and Risk Implications**

- 5.1.1 The total cost of the upgrade is £706,503 over a ten year period. This includes the cost of consultancy days as part of the implementation (£190,182), licence fees (£77,500), maintenance (£37,513 in year 1 and increase by inflation) and a temporary officer (£37,340).

The total cost of remaining with the current system over the 10 year period is £896,403 for maintenance and licence fees fees. (£81,275 in year 1 and increase by inflation)

The Savings over the ten year period are estimated at £189,890. There is a payback period of 5 years on the project.

There are risks inherent in any software upgrade. However these are minimised by choosing an upgrade rather than migrating to a new system. A risk register will be developed and maintained by the project team.

There is significant risk in remaining with the existing system is Capita withdraw support and/or cease development of the system.

## 5.2 Legal Implications including Data Protection

5.2.1 None directly.

## 5.3 Human Resources Implications

5.3.1 The report recommends creating one additional temporary post. HR have been consulted.

## 6 Recommendations

6.1 That the Council upgrade the Housing Management system

6.2 That the JAD Community Safety and Head of Housing is given the delegated power to further negotiate with Capita on the cost and to procure in consultation with the Deputy Leader.

6.3. To agree to fund a temporary post is introduced for a period of 18 months to assist the Innovation Officers in the implementation.

6.3 That Members are kept informed of the progress of the implementation.

## 7 Decision Information

<b>Is the decision a Key Decision?</b> 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> Revenue - £75,000 <input type="checkbox"/> Capital - £150,000 <input checked="" type="checkbox"/> <i>NEDDC:</i> Revenue - £100,000 <input type="checkbox"/> Capital - £250,000 <input type="checkbox"/> <input checked="" type="checkbox"/> Please indicate which threshold applies	Yes
<b>Is the decision subject to Call-In?</b> (Only Key Decisions are subject to Call-In)	Yes
<b>District Wards Affected</b>	All
<b>Links to Corporate Plan priorities or Policy Framework</b>	Housing Department Service Plan

**8 Document Information**

Appendix No	Title
	N/A
<p><b>Background Papers</b> (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
Assistant Director – Community Safety and Head of Housing (BDC)	

Report Reference –

**Bolsover District Council**

**Executive**

**11<sup>th</sup> September 2017**

**Out of Hour's Emergency Call Out Service for Bolsover District Council Housing  
Repairs Section**

**Report of the Portfolio Holder For Housing**

This report is open

**Purpose of the Report**

- To seek approval for J Tomlinson Ltd to provide the out of hour's emergency call out service for Bolsover District Councils Housing Repairs Section. This service provides around 500 call outs per year (2016/7 was 498 calls) during evenings, weekends and holidays.

**1 Report Details**

- 1.1 The existing out of hour's contract expires on the 1<sup>st</sup> August 2017 and as such the procurement team were instructed to retender via Source Derbyshire.  
Two contractors' submitted tenders for evaluation:

- J Tomlinson Ltd
- Contractor x

J Tomlinson Ltd were the successful contractor based upon an evaluation criteria of 60% price and 40% quality

The new Contract specification requires the contractor to attend all out of hours emergencies within 2 hours of receiving the call. The previous contract was a 4 hour timescale. This shortened call out time will greatly improve the service provision for Council tenants and reduce the risk of further damage to the properties. Performance will continue to be reported to Housing Stock Group which is a joint officer and member working group.

- 1.2 The contract will initially be for two years with an option to extend for a further two years subject to approval

- 1.3 Based on current calls for service, the indicative spend will be around £35,000 per year and is contained within existing HRA budgets. The actual spend is dependent on the number of call out, and the complexity of these.

## **2 Conclusions and Reasons for Recommendation**

- 2.1 It is recommended that members agree to awarding this contract to J Tomlinson Ltd

## **3 Consultation and Equality Impact**

- 3.1 Not directly

## **4 Alternative Options and Reasons for Rejection**

- 4.1 None, there is a requirement to provide a 24/7 service to deal with emergency situations

## **5 Implications**

### **5.1 Finance and Risk Implications**

- 5.1.1 The cost for this will be met within existing HRA budgets

### **5.2 Legal Implications including Data Protection**

- 5.2.1 We meet legal obligations for procurement

### **5.3 Human Resources Implications**

- 5.3.1 None directly

## **6 Recommendations**

- 6.1 That members agree to award this contract to J Tomlinson Ltd for an initial 2 year period.
- 6.2 That the JAD Community Safety and Head of Housing is delegated power to extend this contract for a further period of two years. This is conditional on the satisfactory performance of the contractors, and the agreement of the portfolio holder for housing.
- 6.2 That progress on this contract is reported through the Housing Stock Group

## 7 Decision Information

<b>Is the decision a Key Decision?</b> 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 checked="" 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>	
<b>Is the decision subject to Call-In?</b> (Only Key Decisions are subject to Call-In)	Yes
<b>District Wards Affected</b>	All
<b>Links to Corporate Plan priorities or Policy Framework</b>	

## 8 Document Information

Appendix No	Title
<b>Background Papers</b> (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)	
<b>Report Author</b>	<b>Contact Number</b>
Mark Dungworth	01246 593037