

Date: 24th November 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 4th December 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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 **01246 242528** **Democratic Services**
Fax: 01246 242423



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CUSTOMER
SERVICE
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EXECUTIVE AGENDA

**Monday 4th December 2017 at 1000 hours in the
Council Chamber, The Arc, Clowne**

Item No.	PART 1 – OPEN ITEMS	Page No.(s)
1	Apologies for absence	
2	Urgent Items of Business To note any urgent items of business which the Chairman has consented to being considered under the provisions of Section 100(B) 4(b) of the Local Government Act 1972.	
3	Declarations of Interest Members should declare the existence and nature of any Disclosable Pecuniary Interest and Non Statutory Interest as defined by the Members' Code of Conduct in respect of: a) any business on the agenda b) any urgent additional items to be considered c) any matters arising out of those items and if appropriate, withdraw from the meeting at the relevant time.	
4	Minutes To approve the Minutes of a meeting of the Executive held on 6 th November 2017.	4 to 10
5	Items recommended by Scrutiny Committees None	
6	Policy and Budget Framework Items None	
7	Non Key Decisions	
	(A) Customer Service Standards and CCC Report 2017/18 – 1 st April 2017 to 30 th September 2017 <i><u>Recommendation on Page 14</u></i>	11 to 25
	(B) Minimum Energy Efficiency Standards (Non Domestic) <i><u>Recommendation on Page 31</u></i>	26 to 34
	(C) Land Sale - Bolsover <i><u>Recommendation on Page 38</u></i>	35 to 41

- (D) Bolsover Partnership Funding and Performance Monitoring April to September 2017 42 to 44

Please note that the Monitoring Report will be circulated as a separate document.

Recommendation on Page 43

- (E) Strategic Risk Register and Partnership Arrangements 45 to 55

Recommendation on Page 49

- (F) Medium Term Financial Plan - Revised Budgets 2017/18 56 to 70

Recommendation on Page 60

Key Decisions

8

- (A) Local Discretionary Business Rates Relief Scheme 71 to 78

Recommendation on Page 72

9 Exclusion Of Public

To move:-

That the public be excluded from the meeting during the discussion of the following items of business to avoid the disclosure to them of exempt information as defined in Part 1 of Schedule 12A to the Local Government Act 1972, (as amended by the Local Government (Access to Information) (Variation) Order 2006). *[The category of exempt information is stated above each item].*

Part 2 – Exempt Items

10 Non Key Decisions

None

11 Key Decisions

Exempt – Paragraphs 1, 3 & 4

- (A) Economic Development Staffing 79 to 82

Recommendation on Page 81

EXECUTIVE

Executive
4th December 2017
Agenda Item No. 4

Minutes of a meeting of the Executive of the Bolsover District Council held in the Council Chamber, The Arc, Clowne on Monday 6th November 2017 at 1000 hours.

PRESENT:-

Members:-

Councillor A.M. Syrett in the Chair

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

Officers:-

D. Swaine (Chief Executive Officer), L. Hickin (Strategic Director), K. Hanson (Strategic Director), S. Sternberg (Assistant Director – Legal and Governance, Monitoring Officer and Solicitor to the Council), D. Clarke (Assistant Director – Finance and Revenues & Benefits), S. Brunt (Assistant Director – Streetscene), P. Campbell (Assistant Director – Community Safety and Head of Housing (BDC), S. Chambers (Communications Manager), R. Routledge (Interim Planning Policy Manager) and A. Brownsword (Senior Governance Manager)

0348. APOLOGY

An apology for absence was received from Councillor B.R. Murray-Carr.

0349. URGENT ITEMS OF BUSINESS

There were no urgent items of business.

0350. DECLARATIONS OF INTEREST

There were no declarations of interest.

EXECUTIVE

0351. MINUTES OF AN EXTRAORDINARY MEETING OF THE EXECUTIVE HELD ON 26TH SEPTEMBER 2017

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

RESOLVED that the minutes of an Extraordinary meeting of the Executive held on 26th September 2017 be approved as a true and correct record.

0352. MINUTES – 9TH OCTOBER 2017

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

RESOLVED that the minutes of a meeting of the Executive held on 9th October 2017 be approved as a true and correct record.

0353. MINUTES OF AN EXTRAORDINARY MEETING OF THE EXECUTIVE HELD ON 17TH OCTOBER 2017

Moved by Councillor B. Watson and seconded by Councillor A.M. Syrett

RESOLVED that the minutes of an Extraordinary meeting of the Executive held on 17th October 2017 be approved as a true and correct record.

0354. ITEMS RECOMMENDED BY SCRUTINY COMMITTEE

There were no items recommended by Scrutiny Committees

0355. POLICY AND BUDGET FRAMEWORK ITEMS

There were no policy and budget framework items.

0356. NON KEY DECISION NEIGHBOURHOOD PLANNING PROTOCOL – UPDATE

The Interim Planning Policy Manager presented the report which updated the Executive on recent legislative changes and their impact on the Council's Neighbourhood Planning Protocol and Statement of Community Involvement and sought approval for an updated Neighbourhood Planning Protocol.

A discussion took place on the funding available from the Government to offset the costs of developing Neighbourhood Plans and it was noted that referendums could cost in the region of £6000.

EXECUTIVE

The Interim Planning Policy Manager noted that Neighbourhood Plans were more about preserving the character of an area. It was noted that a Neighbourhood Plan should complement but not override the Local Plan.

The Chief Executive Officer noted that the preparation of Neighbourhood Plans was resource intensive and could cause a spike in the workload of departments, particularly the Elections Team.

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

RESOLVED that (1) the Executive notes the detailed issues set out in the report,

(2) approves the updated Neighbourhood Planning Protocol Service Level Agreement (attached as Appendix A to the report).

REASON FOR DECISION: Based on the changes in recent legislation, the Planning Protocol for neighbourhood planning initiatives has been updated and expanded. It was considered that a protocol is a useful tool to set out the advice and assistance the Council will give in relation to neighbourhood planning initiatives in the District.

OTHER OPTIONS CONSIDERED: The proposals relate to amendments to the adopted Neighbourhood Planning Protocol to bring it in line with recent legislation. There is no realistic alternative.

(Interim Planning Policy Manager)

0357. **NON KEY DECISION** **MARKETING BOLSOVER DISTRICT – A JOURNEY THROUGH** **BOLSOVER**

The Communications Manager presented the report which sought approval for an investment of £25,000 to market Bolsover District to a wide range of audiences including investors, businesses, tourists, general public and the local community.

The money would be used to produce a high quality and innovative video that would portray the District in a positive light and promote what the District had to offer. It would also be used for printing, advertising and a booklet for each of the four town centres.

Approval was also sought to increase the production of the Council's InTouch publication from 3 to 4 per year. This would mean the inclusion of a Parish page for events/information etc.

EXECUTIVE

Moved by Councillor S.W. Fritchley and seconded by Councillor A.M. Syrett

RESOLVED that £25,000 be allocated from the Transformation Reserve budget to fund the production of the video and associated marketing materials.

REASON FOR DECISION: The report recommended an increase in the number of Intouch editions published per year and the production of a promotional video to showcase what the District had to offer and to promote it to various companies and businesses and also create specific marketing campaigns arising from the videos. Promoting the District in an innovative way could have added benefits such as attracting more investment, business expansion and increasing the numbers of tourists visiting and spending money in the local economy.

OTHER OPTIONS CONSIDERED: Do nothing. Continue to do the same as every other authority and compete to attract investment into the area as we always have.

(Communications Manager)

**0358. KEY DECISION
STREETSCENE SERVICE ARRANGEMENTS – ACCESS TO
PRIVATE UNADOPTED RESIDENTIAL CARRIAGEWAYS**

The Assistant Director – Streetscene presented the report which sought authority to enter into indemnity agreements with developers and their management companies to facilitate access over roads on new housing developments which had not been adopted by Derbyshire County Council.

At its meeting on 11th September 2017, the Executive had instructed the Chief Executive Officer to raise the issue with wider Derbyshire Chief Executives who share the Council's view.

A discussion took place regarding the County Council's responsibilities regarding the adoption of new highways.

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

RESOLVED that the Executive:

- (a) Note the County Council's continued position in the adoption of highway infrastructure at new-build housing developments is in accordance with the '6C's Highway Design Standards'.
- (b) The Chief Executive Officer writes to the County Council urging them to review their policy position in light of revised the '6C's Design Guide' and their duty to adopt highways in line with The Highways Act (Section 38),

EXECUTIVE

- (c) Approves the policy approach of entering in to 'indemnity agreements' with developers or their successors in title at new housing developments, in particular developments where streets are not adopted and where the Council has need to access such to deliver local services.
- (d) 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.
- (e) The Joint Waste Collection and Recycling Policy is updated to reflect the Council policy position as set out in this report.
- (f) Requests that the Chief Executive Officer in consultation with the Monitoring Officer investigate the relevant legislation in order to determine the County Council's obligations and responsibilities in respect of Highway adoption.

REASON FOR DECISION: 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 Cabinet'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.

The Chief Executive Officer has raised the issue with wider Derbyshire Chief Executive who shares the Council's concerns; further to which, it is recommended he writes to the County Council asking they review their policy position in light of revised '6C's Design Guide standards.

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.

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

(Chief Executive Officer/Assistant Director – Streetscene)

EXECUTIVE

0359. KEY DECISION WARDEN SERVICE CONTRACT – DERBYSHIRE COUNTY COUNCIL

The Assistant Director – Community Safety and Head of Housing (BDC) presented the report informing Members of an offer of an extension of contract from Derbyshire County Council to provide a warden service to older people. It was noted that the service was already in place and was also offered to private residents. The extension to the contract offered certainty for an additional year.

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

RESOLVED that (1) the Council accept the offer of a one year contract extension to continue to provide a warden service to older people within the District,

(2) That officers prepare for future tender opportunities to provide similar services within the District

REASON FOR DECISION: The service is well regarded by residents, and Bolsover District Council is a trusted provider

Accepting the offer of a contract extension is a positive outcome for customers and for the Council.

The Council continues to extend the service and attract more customers, the majority of whom self fund. This is part of a strategy to ensure that the Council are not dependent on DCC funding to operate the service, but would be self sufficient if we were not successful in winning future tenders.

The offer of a contract extension offers certainty for an additional year and should be accepted.

OTHER OPTIONS CONSIDERED: Not to accept the contract extension. Rejected as this would have a detrimental impact on vulnerable customers.

(Assistant Director – Community Safety and Head of Housing (BDC))

0360. KEY DECISION MEDIUM TERM FINANCIAL PLAN – BUDGET MONITORING QUARTER 2 APRIL TO SEPTEMBER

The Assistant Director – Finance and Revenues & Benefits presented the report which updated the Executive on the financial position of the Council following the second quarter's budget monitoring exercise for the General Fund, the Housing Revenue Account, Capital Programme and Treasury Management Activity.

EXECUTIVE

The following was a summary of the financial issues and implications which were covered in detail in the relevant sections throughout the report.

General Fund - The original budget for 2017/18 showed a funding gap of £0.170m. By the end of the second quarter, savings of £0.156m have been achieved against the target, leaving £0.014m still to be achieved. As savings are identified and secured they are moved in to the relevant cost centres within the main General Fund Directorates. Bearing in mind that significant establishment cost savings have been made in previous outturns, officers continue to review this position. In addition to the £0.058 removed from budgets after the first quarters monitoring, further adjustments will be made for quarter two.

HRA - In the second quarter, the HRA was showing a net under spend of £0.321m and there were no significant issues to report regarding the overall position for the HRA at the end of the second quarter.

Capital Expenditure - Whilst there were no significant financial issues to report regarding capital expenditure at the end of the second quarter, it must be noted that the delivery of the approved capital programme was behind the profiled position as at quarter 2. Officers would continue to closely monitor the delivery of the Programme.

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

RESOLVED that (1) Executive notes the monitoring position of the General Fund at the end of the second quarter as detailed on Appendix 1 (A net favourable variance of £1.109m against the profiled budget) and the key issues highlighted within this report.

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

REASON FOR DECISION: The report summarises the financial position of the Council following the second quarter's budget monitoring exercise for the General Fund, the Housing Revenue Account, Capital Programme and Treasury management activity.

OTHER OPTIONS CONSIDERED: 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.

(Assistant Director – Finance and Revenues & Benefits)

The meeting concluded at 1049 hours.

Bolsover District Council

Executive

4th December 2017

Customer Service Standards and CCC Report 2017/18 –
1st April 2017 to 30th September 2017

Report of the Portfolio Holder for Corporate Services

This report is public

Purpose of the Report

- To provide information on the Council's performance in relation to its customer service standards.
- To provide information on the effective management of complaints and customer requests which is central to excellent customer service and the Council can use to improve its services.
- To provide information on the number of compliments, comments and complaints for the period 1st April 2017 to 30th September 2017.

1 Report Details

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

Customer Service Standards

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

Telephones

Target - 93% to be answered within 20 seconds

Appendix 2 shows the performance between 1st April 2017 and 30th September 2017 by quarterly period. The report identifies 93% (93% achieved for Q1 and 94% for Q2) of incoming calls are being answered corporately within 20 seconds cumulatively. Those departments not achieving the key customer service standard of 93% for these periods were:

Quarter 1

- Customer Service (& Improvement) 81%
- Planning 85%
- Legal & Governance (excluding Elections) 86%
- Leisure 87%
- Property & Estates 92%

Quarter 2

- Planning 88%
- Leisure 92%

Contact Centres

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

Contact Centres achieved 79% and 84% for quarters 1 & 2 respectively (82% cumulatively).

Revenues & Benefits

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

Revenues & Benefits 'direct dial' achieved 77% and 80% for quarters 1 & 2 respectively (79% cumulatively).

E-mails

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

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

For this reporting period, 1st April 2017 to 30th September 2017:

- 4,846 email enquiries (2,157 in Q1 and 2,689 in Q2) from the public were received through enquiries@bolsover.gov.uk
- All were acknowledged within one working day
- 98% were replied to in full within 8 working days

Face to face monitoring

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

Waiting times were monitored during week commencing 22nd May 2017. During the week 1,349 customers called into the Contact Centres 1,343 of which (99.5%) waited less than 20 minutes to be served. 99% or 1,337 waited less than 15 minutes to be served. This exceeds the corporate target and demonstrates excellent service.

Compliments, Comments and Complaints (Appendix 3)

Compliments

Appendix 3 (A) shows the number of written compliments received for the period by department. In total 130 written compliments were received and represents a slight decrease of recorded compliments (we received 138 for the same period 2016/17). A good cross section of compliments was received from customers appreciating excellent service, including 28 each for the Streetscene Services and Leisure departments, 25 for Housing, 19 for Customer Services, and 17 for Revenues and Benefits. As there are some compliments which cross cut departments, the total does not correspond with the total above when viewed in this way.

Comments

Appendix 3 (B) shows the number of written comments received for the period. All 22 were acknowledged and passed to the respective department, within the target time of 3 working days, for consideration when reviewing their service. Some comments raised valid issues and cross cut departments, as such they were responded to corporately. As previously, the total does not correspond with the total above when viewed in this way.

Complaints

Frontline resolution (stage one)

Appendix 3 (C) shows the number of Frontline Resolution complaints received by the Contact Centre service, and recorded on the Customer Information System (Firmstep) and other Contact Centre systems, by department. The customer service standard for responding to these complaints is 3 working days (60% were responded to within this timescale).

Formal Investigation (stage two)

Appendix 3 (D) shows the number of Formal Investigation complaints by department. 90 complaints were received during this period. 89 (99%) were responded to within our customer service standard of 15 working days, the remaining 1 had an extension applied and was responded to within 20 working days.

There were no trends for this period.

As some complaints cross cut departments, the total does not correspond with the total above when viewed in this way.

Internal Review (stage three)

Appendix 3 (E) shows the number of stage three complaints received for the period. These are complainants who have already made a stage two complaint and still feel dissatisfied. During this period 23 stage three complaints were received, all of which were responded to within standard. As some complaints cross cut departments, the total does not correspond with the total above when viewed in this way.

Ombudsman

Appendix 3 (F) shows the status of Ombudsman complaints for 2017/18 as of 31st October 2017. During this period, we received one decision from the Local Government and Social Care Ombudsman of 'closed after initial enquiries - no further action'. We received no complaints from the Housing Ombudsman for the same period.

2 Conclusions and Reasons for Recommendation

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

3 Consultation and Equality Impact

The report is to keep Elected Members regularly informed of volumes and trends regarding customer service standards and compliments, comments and complaints. No consultation or equality impact assessment is required.

4 Alternative Options and Reasons for Rejection

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

5 Implications

5.1 Finance and Risk Implications

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

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

In the case of complaints about Freedom of Information, Data Protection and Environmental Information requests, the Information Commissioner's Office can issue decision notices and impose significant fines.

5.2 Legal Implications including Data Protection

The Council is at risk of recommendations or decisions by the Local Government Ombudsman and the Housing Ombudsman and, in the case of complaints about Freedom of Information, Data Protection and Environmental Information requests, the Information Commissioner's Office can issue decision notices and impose significant fines. There are no Data Protection implications.

5.3 Human Resources Implications

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

6 Recommendation

That Executive note the overall performance on customer service standards and compliments/comments and complaints.

7 Decision Information

<p>Is the decision a Key Decision? A Key Decision is an executive decision which has a significant impact on two or more District wards or which results in income or expenditure to the Council above the following thresholds: <i>BDC:</i> <i>Revenue - £75,000</i> <i>Capital - £150,000</i> <input type="checkbox"/> <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
District Wards Affected	All wards
Links to Corporate Plan priorities or Policy Framework	Providing Our Customers with Excellent Service – retain Customer Service Excellence accreditation year on year Transforming Our Organisation – good governance.

8 Document Information

Appendix No	Title
Appendix 1	Customer Service Standards performance by quarterly period 1/4/17– 30/9/17
Appendix 2	Telephony performance by quarterly period 1/4/17 – 30/9/17
Appendix 3:	Compliments, Comments and Complaints information
A:	Compliments by department 1/4/17 – 30/9/17
B:	Comments by department 1/4/17 – 30/9/17
C:	Frontline resolution complaints by department 2017/18
D:	Formal Investigation complaints by department 1/4/17 – 30/9/17
E:	Internal Review complaints by department 1/4/17 – 30/9/17
F:	Ombudsman complaints summary for 2017/18
<p>Background Papers (These are unpublished works which have been relied on to a material extent when preparing the report. They must be listed in the section below. If the report is going to Cabinet (NEDDC) or Executive (BDC) you must provide copies of the background papers)</p>	
Report Author	Contact Number
Joint Strategic Director – Transformation	Ext: 2225
Customer Standards and Complaints Officer	Ext: 2353

Appendix 1

Key Customer Service Standards - Performance Monitoring - 2017/18

Period	Telephone Standards						E-mail Standards			Face to Face Standards		Written Complaints	
	No. of Incoming Calls	% of Calls Answered within 20 Seconds	No. of Incoming Calls - Contact Centres	% of Calls Answered within 20 Seconds - Contact Centres	No. of Incoming Calls - Revenues	% of Calls Answered within 20 Seconds - Revenues	No. of Emails	% Acknowledged within 1 Working Day	% Replied to within 8 Working Days	No. of Customers (Sample)	% Served at the Enquiry Desk in less than 20 minutes	No. of Complaints Received (Stage Two)	% Responded to within 15 Working Days
Target		93%		80%		60%		100%	100%		99.0%		97%
April to June	20732	93%	17938	79%	12438	77%	2,157	100%	98%	1,349	99.5%	50	98%
Quarter 1 Cumulative	20,732	93%	17,938	79%	12,438	77%	2,157	100%	98%	1,349	99.5%	50	98%
July to September	17,851	94%	19,497	84%	13,016	80%	2,689	100%	98%	No monitoring undertaken		40	100%
Quarter 2 Cumulative	38,583	93%	37,435	82%	25,454	79%	4,846	100%	98%			90	99%
October to December													
Quarter 3 Cumulative													
January to March													
Quarter 4 Cumulative													

Appendix 2 - Telephony Figures 1/4/17 – 30/9/17

Corporate target 93%	Q1			Q2		
	Total	Total in standard	%age	Total	Total in standard	%age
Department (by directorate)						
Growth Directorate						
CEO/CEPT	599	597	99%	651	650	100%
Planning	1254	1078	85%	1074	946	88%
Economic Growth	97	95	97%	118	117	99%
Legal & Governance	556	483	86%	682	653	96%
Legal & Governance - Elections	1386	1358	97%	36	31	97%
	3795	3611	95%	2561	2397	94%
Operations Directorate						
Revenue & Benefits	1547	1305	84%	1397	1295	93%
Property & Estates	553	530	92%	857	813	95%
Financial Services	491	479	95%	703	695	99%
Housing	3096	2937	94%	2790	2672	96%
Housing Depot	3881	3664	94%	3497	3274	94%
Streetscene Services	2558	2418	94%	2366	2273	96%
	12126	11333	93%	11610	11022	95%
Transformation Directorate						
Customer Service (& Improvement)	260	211	81%	196	183	93%
Leisure	3976	3465	87%	2809	2564	92%
HR & Payroll	313	301	96%	354	348	98%
(Customer Service) & Improvement	262	257	98%	321	319	99%
	4811	4234	88%	3680	3414	92%
Total	20732	19178	93%	17851	16833	94%
Contact Centres Target 80%						
Contact Centres	17938	14194	79%	19497	16452	84%
Revenues & Benefits Target 60%						
Benefits	4615	3901	85%	4293	3920	91%
Billing	3845	2711	71%	4793	3415	71%
Business Rates	298	247	83%	257	179	70%
Recovery	3680	2727	74%	3673	2947	80%
Total	12438	9586	77%	13016	10461	80%
Abandonage						
	Total	Answered	Abandon %age	Total	Answered	Abandon %age
Contact Centres Abandoned	18141	17938	1%	19905	19497	2%
Revenues & Benefits Abandoned						
Benefits	4715	4615	2%	4312	4293	0%
Billing	4137	3845	7%	5036	4793	5%
Business Rates	317	298	6%	285	257	10%
Recovery	3801	3680	3%	3982	3673	8%
Revenues & Benefits Abandoned	12970	12438	4%	13615	13016	4%

Appendix 2 - Telephony Figures 1/4/17 – 30/9/17

Total in standard includes all incoming calls between Monday to Friday 9.00 a.m. until 17.00 p.m.:

Answered on the original extension within 20 seconds

Transferred to another extension on divert within 20 seconds

Picked up by a group pick up within 20 seconds

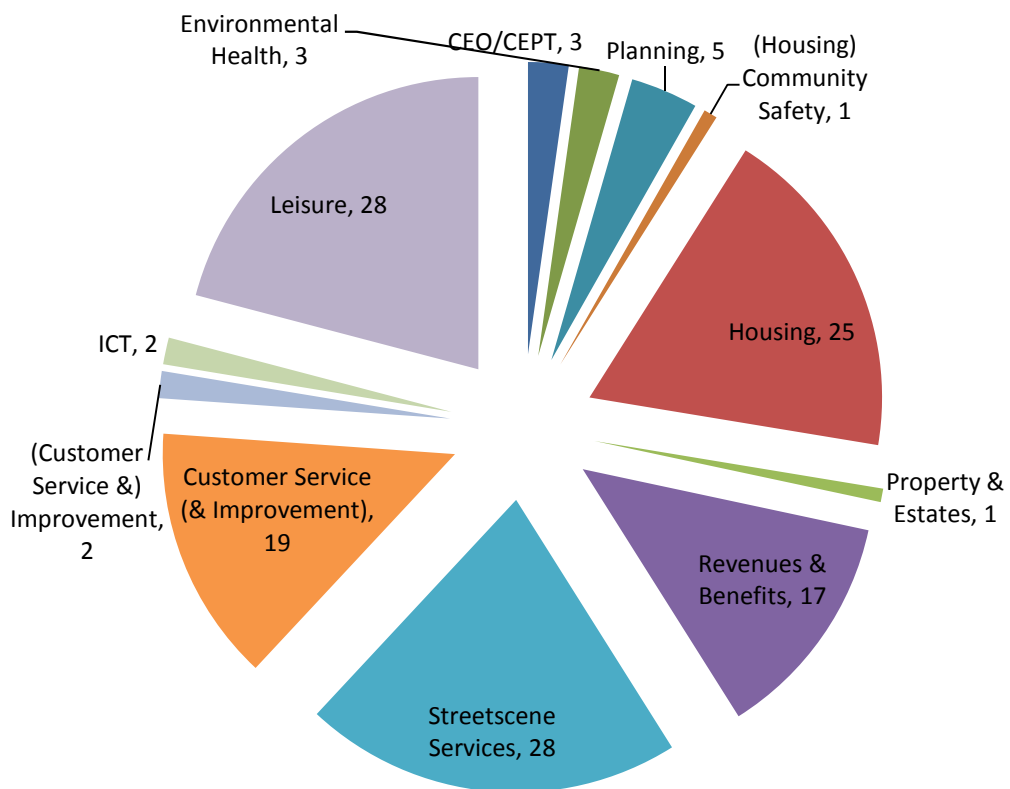
Which ring off within 20 seconds

Does not meet target



Appendix 3

A- Compliments 1/4/17 - 30/9/17		Number	Percentage of all compliments received
Growth	CEO/CEPT	3	2.25%
	Environmental Health	3	2.25%
	Planning	5	3.7%
		11	8.2%
Operations	(Housing) Community Safety	1	0.7%
	Housing	25	18.7%
	Property & Estates	1	0.7%
	Revenues & Benefits	17	12.7%
	Streetscene Services	28	20.9%
		72	53.7%
Transformation	Customer Service (& Improvement)	19	14.2%
	(Customer Service &) Improvement	2	1.5%
	ICT	2	1.5%
	Leisure	28	20.9%
		51	38.1%
Total		134	100.0%

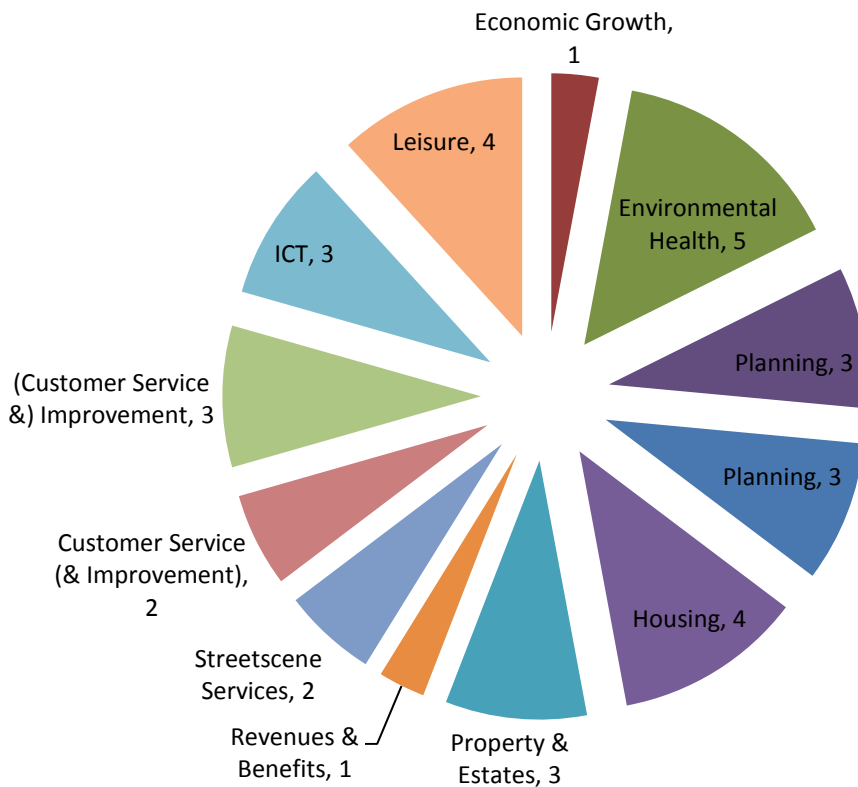


Compliments included:

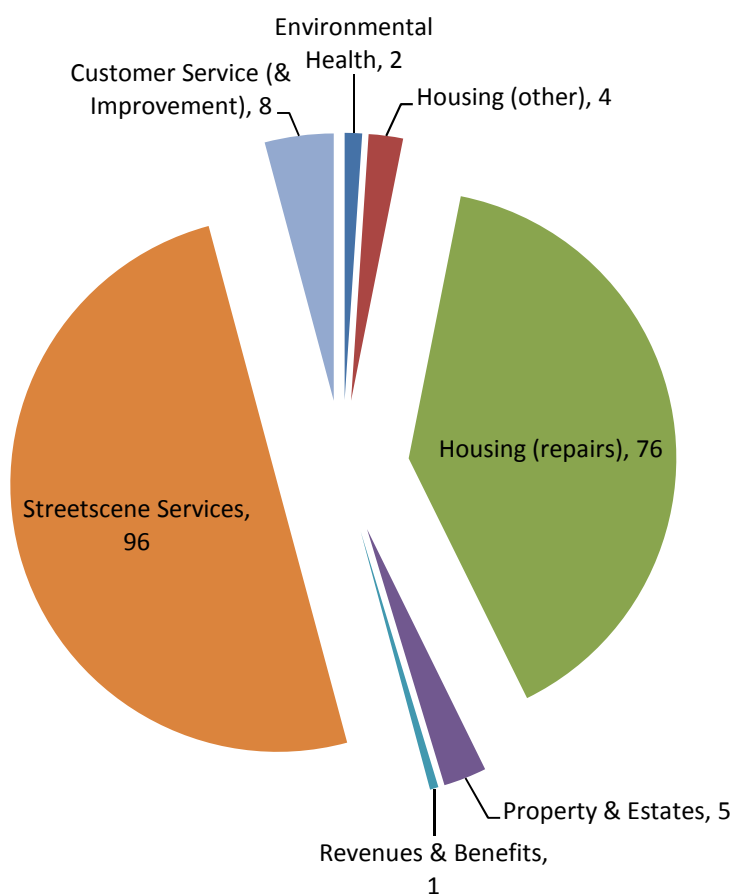
Road sweeper on Oxcroft Lane did a superb job he got out the vehicle and used a shovel and brush and completely cleared the lane of leaves etc.	Streetscene Services
Tenant would like to express how happy she is with the repair to her taps. She says the repairs operative was very pleasant and polite and a credit to the Council. She would like to thank him	Housing
Fab Pilates class today! Very knowledgeable, talks you through each move and explains it well, reminds you about breathing and posture, and made sure the room was warm enough so we could participate effectively. Used a different routine to last week too which keeps it interesting and is always a sign of good planning. Please pass on my compliments - great class.	Leisure
Resident wishes to thank Customer Advisor for her help in contacting CISWO for him. CISWO are now in contact with him and they are assisting him so he wanted to pass on his thanks	Customer Service (& Improvement)
I would like to thank everyone in the office who I have spoken to over these last few weeks for their help and assistance in getting my issues resolved - Housing Benefit, Valuation Office, Council Tax and Recovery.	Revenues & Benefits
Resident would like to thank Streetscene Services. She had reported several instances of flytipping and was pleased to see bins had been placed in the areas concerned and 4 out of the 5 sites had been cleared.	Streetscene Services
Residents wanted to say thank you to Housing Needs Officer and Assistant for being so helpful in relation to applicant and obtaining a property for her. If it wasn't for them they would not be in the situation they are in today as they needed her to be nearer to them for her safety. They are grateful they were for all the help, support and professionalism they have showed towards them.	Housing
Resident would very much like to thank the Planning Technician for his help and information in relation to the request for planning advice.	Planning
When I went in to your office today I was really upset and annoyed but the lady at the desk was very welcoming and friendly. We spoke for a while and she calmed me down as I was in quite a state. She gave me the answers I needed with no hassle in an easy to understand way and took the time to keep explaining the things I didn't understand in different ways till I did understand. She was so lovely, friendly and knowledgeable and thanks to her I will be able to get a good nights' sleep tonight! Please pass on my thanks to this lady as this has been making me ill I have been so worried and she has completely resolved the issue and advised the next steps in one simple but effective conversation.	Customer Service (& Improvement)
Great Balanceability course, highly recommended. Thank you for getting my child to pedal, he loved learning with his friends ☺	Leisure
Please accept my deepest gratitude for your assistance as I am going through a very upsetting period and any assistance is gratefully received.	Revenues & Benefits
When I needed to report something to the council I found the site clear, helpful and easy to navigate. The user interface is simple, efficient and uncluttered, and the site loads very quickly	ICT Customer Service & Improvement
Thanks to the Consultant Programme Manager in CEPT for her ongoing support	CEPT
Reported a noise complaint, customer thinks the service was marvellous from reporting it to the Contact Centre to Environmental Health dealing with this	Environmental Health Customer Service (& Improvement)
Customer wanted to say how excellent a job the street cleaner did on the Valley Park estate in the last two days. She has said they have done a superb and sterling job. He's done the job properly and has taken pride in his job. The weeds and moss have all been removed and the area looks great. Thank	Streetscene Services

you.

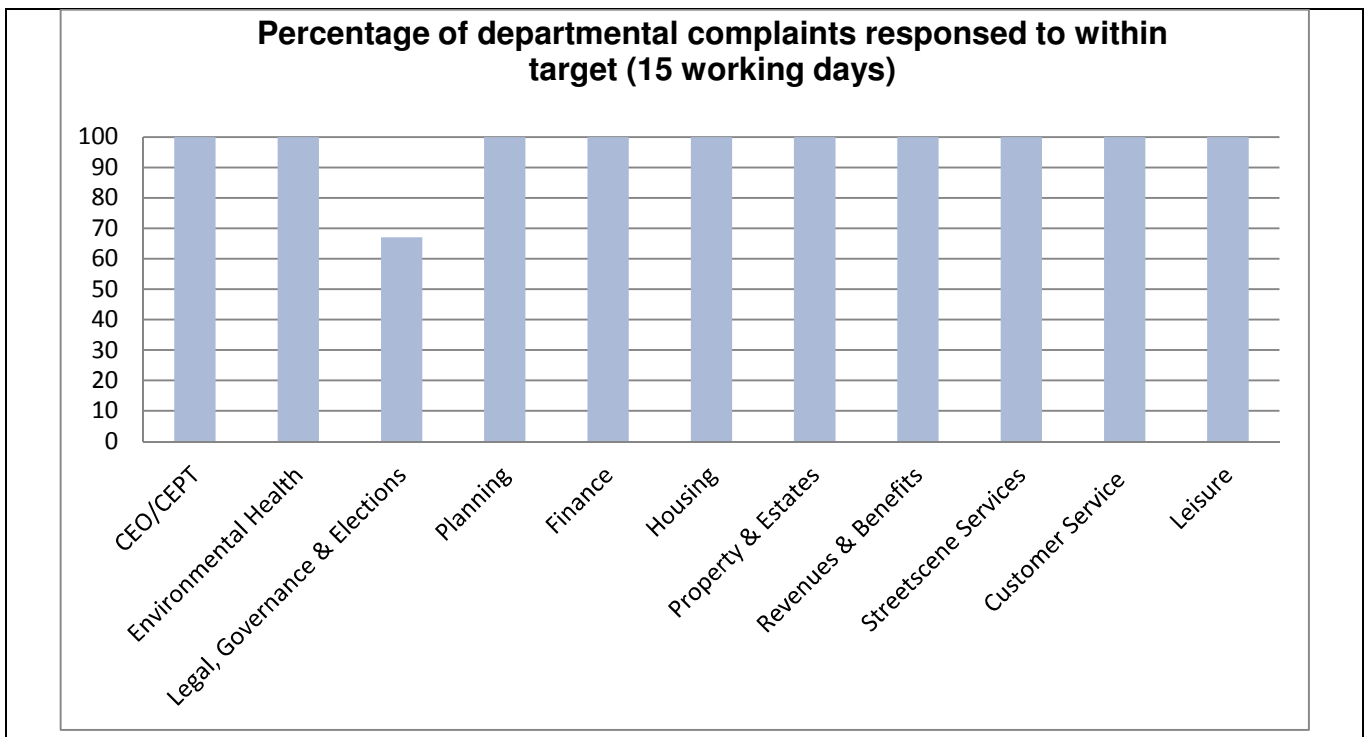
B - Comments 1/4/17 - 30/9/17		Number	Percentage of all comments received
Growth	Economic Growth	1	2.9%
	Environmental Health	5	14.7%
	Planning	3	8.8%
		9	29%
Operations	Housing	4	11.8%
	Property & Estates	3	8.8%
	Revenues & Benefits	1	2.9%
	Streetscene Services	2	5.9%
		10	32%
Transformation	Customer Service (& Improvement)	2	5.9%
	(Customer Service &) Improvement	3	8.8%
	ICT	3	8.8%
	Leisure	4	11.8%
		12	39%
Total		31	100.0%



C – Number of Frontline Resolution (Stage 1) complaints via Contact Centre 1/4/17 - 30/9/17		Number	Percentage outside of timescale of 3 working days
Growth	Environmental Health	2	50%
		2	
Operations	Housing (repairs)	76	42%
	Housing (other)	4	25%
	Property & Estates	5	0%
	Revenues & Benefits	1	0%
	Streetscene Services	96	37%
		182	
Transformation	Customer Service (& Improvement)	8	12%
		8	
Total		192	40%



D – Number of Formal Investigation (Stage 2) complaints 1/4/17 - 30/9/17		Number	Within timescale of 15 working days	Out of timescale
Growth	CEO/CEPT	1	1	
	Environmental Health	8	8	
	Legal, Governance & Elections	3	2	1 (extension applied)
	Planning	5	5	
		17	16	1
Operations	Finance	1	1	
	Housing	30	30	
	Property & Estates	5	5	
	Revenues & Benefits	12	12	
	Streetscene Services	27	27	
		75	75	
Transformation	Customer Service (& Improvement)	8	8	
	Leisure	11	11	
		19	19	
Total		111	110	1



E – Number of Internal Review (S3) complaints 1/4/17 - 30/9/17		Number	Within timescale of 20 working days	Out of timescale
Growth	Environmental Health	5	5	
	Planning	2	2	
		7	7	
Operations	Housing	9	9	
	Property & Estates	2	2	
	Streetscene Services	5	5	
		16	16	
Transformation	Customer Service (& Improvement)	1	1	
	(Customer Service & Improvement)	1	1	
	Leisure	4	4	
		6	6	
Total		29	29	

Appendix 3

	F - Ombudsman's Summary	Departments Involved	Date Decision Letter Received	Ombudsman Decision
9/10/17	LGO* Complains the Council failed to consult him on his neighbour's planning application. He also complains the Council disclosed personal information about him to his neighbour	Planning	9/10/17	Closed after initial enquiries - The Ombudsman will not investigate this complaint as it has not caused significant injustice. With regard to the alleged data protection breach, this would be better directed to the ICO.

LGO* Local Government Ombudsman

Bolsover District Council

Executive

4th December 2017

<p>Minimum Energy Efficiency Standards (Non Domestic)</p>
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Report of the Leader

This report is public

Purpose of the Report

- To outline the impact of the Energy Efficiency (Private Rented Sector) (England and Wales) Regulations 2015 (Referred to as MEES) on the Council's commercial assets and address the corporate plan priority 'Assess 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.'

1 Report Details

1.1 The Energy Efficiency (Private Rented Sector) (England and Wales) Regulations 2015 will make it unlawful from April 2018 to undertake new lets residential or commercial properties with an Energy Performance Certificate (EPC) rating of 'F' or 'G' (i.e. the lowest 2 grades of energy efficiency).

1.2 The requirements of the legislation are, in summary:

- The minimum energy efficiency standard (MEES) is set at an EPC rating of 'E'. Anything below an E rating would be unlawful to let (Subject to exemptions)
- From 1st April 2018, the regulations will be enforced upon the granting of a new lease and the renewal of existing leases. Landlords will be required to ensure compliance before the lease is granted. In special circumstances, landlords will be given an extension of six months from the date of the grant of the lease to comply with the regulations.
- From 1st April 2023, MEES will be extended to cover all leases, including where a lease is already in place.
- All non-domestic property types are in scope of the regulations, except for those that do not require an EPC under current regulations, such as listed buildings.
- MEES does not apply to lettings of 6 months or less, or to lettings of 99 years or more.
- The regulations apply to sub-lettings and assignments.

- 1.3 Over the past 12 months Officers have reviewed the relevant legislation, attended conferences and seminars on the subject, sought professional advice from Compliance 365 and consulted with DCLG, the department responsible for the enforcement of the regulation.
- 1.4 To fall within the MEES legislation, the asset must first sit within the 'Energy Performance of Buildings (England and Wales) Regulations 2012' (EPC Legislation). DCLG advise that it is for the landlord to determine whether they consider their buildings are exempt from requiring an EPC on the basis of the exemptions in the legislation.

There are a number of exemptions in the legislation (See appendix A for full list) where an EPC may not be required and subsequently fall outside the MEES legislation. This report only focuses on two exemptions that directly Impact on the Councils commercial stock:

- (1) Buildings officially protected as part of a designated environment or because of their special architectural or historical merit, in so far as compliance with certain minimum energy performance requirements would unacceptably alter their character or appearance.

This exception is most relevant for **Pleasley Vale Mills** and our interpretation of the regulation is that in order to meet the test for exemption as outlined above the two key points to address are:

Key Point 1 - The building is officially protected as part of a designated environment or because of their special architectural or historical merit:

Pleasley Vale Mills are protected under the designated Conservation Area as detailed in 'Pleasley Park and Vale Conservation Area Character Appraisal and Management Plan'

The site is considered to be "of high heritage importance" by the Heritage Lottery Fund, as stated in the HLF Application feedback (September 2014). The key heritage attributes to the area are the archaeology, industrial heritage and the setting, more specifically three mills in a valley surrounded by ancient woodland, SSSI's and listed properties.

Key Point 2 - Compliance with certain minimum energy performance requirements would unacceptably alter their character or appearance:

Determining the extent of the works required to the mills to ensure compliance to an energy performance rating of E on an Energy Performance Certificate (EPC) is unclear until an EPC has been undertaken for all units. BDC have obtained a quote for undertaking an EPC assessment for each unit in order to understand the number of F & G rated units across the site, in addition to the proposed works to ensure compliance. The quote (**Compliance 365 email - 5 July 2016**) is for £10,650, which is deemed a prohibitive cost simply to demonstrate the works that are required.

Based upon the existing knowledge of EPC's, the facility (including age, no gas services to site, single glazed sash windows, etc) and the experience of Facility Management professionals within the Council, it is felt that to fully ensure compliance to an energy performance rating of E on an Energy Performance Certificate (EPC), some external works (New windows, photo voltaic panels, external wall insulation, etc) would likely be required. Whether this would 'unacceptably alter their character or appearance' would need to be determined by Bolsover District Council's Conservation Officer following a Conservation Area Consent submission.

In conclusion, based upon all of the above, we have concluded that Pleasley Vale Mills is exempt under the Energy Performance of Buildings (England and Wales) Regulations 2012 and therefore, is exempt from the Energy Efficiency (Private Rented Property) (England and Wales) Regulations 2015.

(2) Industrial sites, workshops and non-residential agricultural buildings with low energy demand

The DCLG report title 'Improving the energy efficiency of our buildings – a guide to energy performance certificates for the construction, sale and let- of non-dwellings' defines a building as a *“roofed construction having walls, for which energy is used to condition the indoor climate; a building may refer to the building as a whole or parts thereof that have been designed or altered to use separately”*.

Low energy demand buildings are defined as *“buildings, or parts of buildings, designed to be used separately, whose purpose is to accommodate industrial activities in spaces where the air is not conditioned. Activities that are covered include foundries, forging and other hot processes, chemical process, food and drinks packaging, heavy engineering and storage and warehousing where, in each case, the air in the space is not fully heated or cooled. Whilst not fully heated or cooled these cases may have some local conditioning appliances such as a plaque or air heaters or air conditioners to serve people at work stations or refuges dispersed amongst and not separated from the industrial activities”*.

This exception is most relevant for former depot sites and ad hoc industrial premises across the district. An assessment of the Council's stock against the above has led to exemptions summarised in the table below.

1.5 In additions to exemptions and particularly relevant to business centres, if the building has a common heating system, then the landlord has a choice:

1. To prepare (or make available) an EPC for the whole building; or
2. To prepare (or make available) an EPC for a part designed or altered to be used separately being offered for sale or let.

For public buildings such as The Arc, Display Energy Certificates (DEC), must be displayed. If the building is sold or let (or let in part), it will also require an EPC.

1.6 Executive can see from the above that EPC and MEES legislation is a complex area and relies upon the landlord interpreting the legislation in order to assist

decision making and demonstrate compliance. The table below hopes to simplify the impact on the Councils stock, in particular highlighting exemptions and assets which need to be improved in energy performance terms:

Asset	EPC / DEC required	Reason	EPC Rating	Compliant? - Yes (Green) To be confirmed (Amber) No (Red)
The Arc	EPC required – space available for letting	EPC is required for building, as the unit would share the same heating system as the rest of the building	2 nd Floor (Let) – C	
	DEC required – public building exceeding 1000m2		Main building (Let) – B	
			DEC - C	
The Arc - Construction Block	EPC	Building on own heating, exceeds 50m ² and let out to tenant.	Rating D	
The Tangent	EPC	EPC is required for building, as the units would share the same heating system throughout the building.	Rating A	
Pleasley Vale Business Park	Exempt	Buildings officially protected as part of a designated environment or because of its special architectural or historical merit.	N/A	
39A Hilltop Bolsover	Exempt	Industrial building, low energy demand.	N/A	
8A Cavendish Walk Bolsover	EPC	Retail Premises	Rating G	
10 Oxcroft Lane (Oxcroft House)	EPC	Office Accommodation	Rating D	
3 Mansfield Road, Bramley Vale	EPC	Retail Premises	Rating C	
5 Mansfield Road, Bramley Vale	EPC	Retail Premises	Rating D	
9 Church Street, Clowne	EPC	Vet Practice	Rating C	
Former Market Store, Clowne	Exempt	Industrial building, low energy demand.	N/A	
2 Station Road (Business Centre), Clowne	EPC	Multi Occupancy Business Centre		
2A Station Road, Clowne	EPC	Office Accommodation	Rating E	
47 Rectory Road Clowne	EPC	Retail Premises		
207A Main Street	EPC	Retail Premises	Rating C	
207B Main Street	EPC	Retail Premises	Rating C	
3 – 4 Vernon Street, Shirebrook	EPC	Office Accommodation and Industrial	Rating C	
7A Rotherham Road, New Houghton	EPC	Office Accommodation	Rating E	
Oxcroft Depot (Office & Store)	EPC	Office Accommodation	Rating E	
Oxcroft Depot (Mower Store & Office)	EPC	Office Accommodation	Rating D	
Oxcroft Depot (Vehicle Workshop)	Exempt	Industrial building, low energy demand.	N/A	
3 Cotton Street, Bolsover	EPC	Office Accommodation	Rating E	
Former Contact Centre, South Normanton	EPC	Office Accommodation	Rating D	

- 1.7 As a combination of exemptions and EPC assessments across all of the Council's commercial assets only two of the properties don't currently comply to the legislation:

2 Station Road, Clowne – This building is let on a long lease to Clowne Enterprise, a social enterprise which funds business support activities in the community through letting the office units a 'Station Road Business Centre'. No EPC has been undertaken as at the time of letting the premises to Clowne Enterprise (2008), EPC legislation wasn't in place.

47 Rectory Road, Clowne – This property is let to Clowne & District Garden Holders Association as an office and shop. At the time of the tenancy agreement (1995). EPC legislation wasn't in place.

- 1.8 Both of the above properties are long standing tenancy agreements which will not be impacted by the MEES legislation in April 2018. However, both of these properties will require an EPC to be undertaken and a rating higher than an F achieved by 1st April 2023 when MEES will be extended to cover all leases, including where a lease is already in place.

It should be noted that both the above properties, particularly 2 Station Road, are properties which should not be difficult or expensive to obtain an F rating or above. In addition, neither building delivers significant revenue to the Council (£240 per annum from both), therefore, if an EPC rating above F is unviable or unachievable the overall impact would be a loss of income of £240 per annum.

- 1.9 The Corporate Plan priority is to 'Assess 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.' It is hoped that this report provides Executive with the information required to satisfy the target and the comfort that the Council is well placed, prior to the implementation of MEES and the potential financial risk from the introduction of MEES is negligible.

2 Conclusions and Reasons for Recommendation

- 2.1 The Corporate Plan priority is to 'Assess 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.' It is hoped that this report provides Executive with the information required to satisfy the target and the comfort that the Council is well placed, prior to the implementation of MEES and the potential financial risk from the introduction of MEES is negligible.
- 2.2 Based upon Officers reviewing the relevant legislation, attended conferences and seminars on the subject, seeking professional advice from Compliance 365 and consulting with DCLG, the exemptions explained in the report are Officer interpretation. DCLG state that it is for the landlord to make reasonable assumptions in determining any exemptions however, as the legislation is enforced and case law is established, the exemptions may need to be reviewed again.

3 Consultation and Equality Impact

- 3.1 DGLG acknowledge that “*the Regulations and the accompanying guidance copy out specific wording from the Directive, which we believe has introduced some confusion.*” The Council have consulted directly with DGLC to clarify the exemptions and better understand the implementation and future enforcement.
- 3.2 There are no Equality Impact issues arising from this report.

4 Alternative Options and Reasons for Rejection

- 4.1 Executive could fail to agree with the interpretation of the legislation, particularly the application of exemptions. Officers would take into consideration such an objection and reassess the revenue impact accordingly.
- 4.2 Executive could take a zero risk approach to exemptions and insist that all properties let have an EPC rating of A to E, thus ensuring compliance. On assets such as Pleasley Vale Mills, this approach will be extremely costly and some interventions would carry significant planning risk.

5 Implications

5.1 Finance and Risk Implications

- 5.1.1 Based upon the interpretation of the legislation to date the financial risk to the Council is very low, if not negligible. However, as the legislation is enforced (By Environmental Health/Trading Standards) and case law is established, the interpretation and exemptions may need to be reviewed accordingly, which may in turn increase the financial risk to the Council.

5.2 Legal Implications including Data Protection

- 5.2.1 There are no immediate legal implications arising from this report.

5.3 Human Resources Implications

- 5.3.1 There are no HR implications arising from this report.

6 Recommendations

- 6.1 That Executive acknowledge the report and agree this satisfies the corporate priority accordingly

7 Decision Information

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

8 Document Information

Appendix No	Title
Appendix A Appendix B	Full list of EPC Legislation Exemptions DCLG Correspondence
<p>Background Papers (These are unpublished works which have been relied on to a material extent when preparing the report. They must be listed in the section below. If the report is going to Cabinet (NEDDC) or Executive (BDC) you must provide copies of the background papers)</p>	
<p>Energy Efficiency (Private Rented Sector) (England and Wales) Regulations 2015 Energy Performance of Buildings (England and Wales) Regulations 2012</p>	
Report Author	Contact Number
Commercial Property & Developments Manager	2210

Report Reference –

Appendix A - Full list of EPC Legislation Exemptions:

- (a) buildings officially protected as part of a designated environment or because of their special architectural or historical merit, in so far as compliance with certain minimum energy performance requirements would unacceptably alter their character or appearance;
- (b) buildings used as places of worship and for religious activities;
- (c) temporary buildings with a time of use of two years or less;
- (d) industrial sites, workshops and non-residential agricultural buildings with low energy demand;
- (e) non-residential agricultural buildings which are in use by a sector covered by a national sectoral agreement on energy performance;
- (f) residential buildings which are used or intended to be used—
 - (i) for less than four months of the year, or
 - (ii) for a limited annual time of use and with an expected energy consumption of less than 25% of what would be the result of all-year use; and
- (g) stand-alone buildings with a total useful floor area of less than 50m².

Appendix B – DCLG Correspondence



Department for
Communities and
Local Government

*Department for Communities and Local
Government*
Eland House - London

Matt Broughton
Bolsover District Council
(By email)

Tel: 0303 4442717
Fax:
Email: phil.philippou@communities.gsi.gov.uk

www.gov.uk/dclg

Our Ref: 3309257
Your Ref:

Date: **12 May 2017**

Dear Sir/Madam,

Thank you for your email of 3 April 2017 to BEIS, about non-domestic private rented property minimum standards. I have been asked to reply as EPCs fall within my policy area.

As discussed over the phone, requirements for energy performance certificates derive from the Energy Performance of Buildings Directive. This was transposed into UK law in the Energy Performance of Buildings Regulations which came into force in January 2013. EPCs have to be made available when buildings are sold or let. They are used to demonstrate that new buildings meet building regulations and ensure that consumers are aware of the efficiency of properties they are buying or renting.

However, the Regulations and the accompanying guidance copy out specific wording from the Directive, which we believe has introduced some confusion. This is because the historic/listed building exemption provision in the Directive itself cross refers to wording intended for use in exempting such buildings from certain minimum energy efficiency requirements. We appreciate the need for clarity on this point, not least because of the requirements for minimum energy efficiency standards for the private rented sector. We are therefore looking into this to consider what may need to be done to clarify the position.

As I said over the phone, it is for you to decide whether you consider your buildings are exempt from requiring an EPC on the basis that any recommendation would adversely impact the historic character of the buildings. I'd recommend taking your own legal advice on this point to help you reach a decision.

Regards
Phil Philippou

Bolsover District Council

Executive

4 December 2017

Land Sale - Bolsover

Report of the Leader

This report is public

Purpose of the Report

- The report seeks approval for the surrender of the existing lease and disposal of land on Cotton Street to Old Bolsover Town Council for less than market value.

1 Report Details

- 1.1 Under the Local Government Order 1977 No 293, land and buildings were transferred to Old Bolsover Town Council (OBTC). The land identified below and in Appendix A was registered to Bolsover District Council but this has long been opposed by OBTC suggesting the land should have been registered to them rather than BDC. To resolve this dispute, when the disposal of the site (Leasehold) was agreed with Holymoore Developments Limited in 2009, the £2000 annual rent was agreed to be split 50:50 with OBTC.



- 1.2 In May 2017, Holymoore Developments Limited looked to dispose of the lease by way of an auction through local agent Mark Jenkinson and Son (See appendix B): <http://www.markjenkinson.co.uk/auctions/tuesday-16th-may-2017/display/Land+adjoining+7+Cotton+Street%2C+Bolsover%2C+Chesterfield-%7C-2290#lot>
- 1.3 Both OBTC and BDC opposed the disposal of the lease on the grounds that the Lease Holder was in breach of their lease agreement with regard to clauses relating

to commencement of development. Subsequently the site was withdrawn from the auction.

- 1.4 OBTC have indicated they would like to obtain ownership of the site and have negotiated a price of £16,000 with the Lease Holder. Subject to OBTC paying £16k and BDC's agreement to surrender, lease holder, Holymoore Developments have agreed to surrender the lease.

OBTC have provided the following statement of use to support BDC's decision making:

"The land has been used over the last four years for the two day food and drink festival and the Christmas Festival and Lantern Parade. Both these are major events for the town bringing visitors into the town from outside the area as well as being popular events for local residents.

Both these events are growing each year both in terms of traders but also visitor numbers. Both events are free to visitors. Whilst it is difficult to get accurate numbers we estimate that we get in excess of 6000 visitors each day to these events.

This particular area is used for licensed activities. The advantage of using this as the licensed area is that we can prevent access easily on three sides of the land making the area easier to control from a licensing point of view.

This area is also the only flat public space in the Town without having to consider taking the Car Parks outside the Castle and adjacent to Wetherspoons out of use.

If the land is transferred of the Council we intend to retain the area as a public open space. We would be looking to resurface the paved area and reinstate electrical connections in addition to adding AV connectivity to the four corners of the square.

We would also like to look at the feasibility of having a large canopy over the area to make the area more versatile in wet weather.

In addition to the main events described above, we would also aim to put on smaller events and activities during the year as well as having additional market space.

It would not be feasible to run large events in the town if this land was not available to us."

- 1.5 Based upon the above and to support the events in the town, it is recommended that BDC agree with OBTC and Holymoore Development Limited to the surrender of the existing lease, subject to OBTC paying £16k to Holymoore Development Limited.

- 1.6 To protect BDC from any future liabilities in relation to the site it is then proposed to dispose of the freehold title to OBTC for the value on £1 subject to the following terms:

- Restrict the use of the site to 'community use' in line with the use outline by OBTC above.
- An overage provision in perpetuity, to protect the council's interests should land be disposed of for anything other than community use.

1.7 The Council's Senior Valuer has undertaken a valuation of the land resulting in a value in the region of £40,000. On this basis, whilst acknowledging the historic dispute regarding ownership, the recommendation in the report should be considered as disposing of the site £39,999 below market value.

1.8 The DCLG circular 06/03: 'Local Government Act 1972 general disposal consent (England) 2003 disposal of land for less than the best consideration that can reasonably be obtained', states:

"Generally it is expected that land should be sold for the best consideration reasonably obtainable. However, it is recognised that there may be circumstances where an authority considers it appropriate to dispose of land at an undervalue. Authorities should clearly not divest themselves of valuable public assets unless they are satisfied that the circumstances warrant such action. The Consent has been issued to give local authorities autonomy to carry out their statutory duties and functions, and to fulfil such other objectives as they consider to be necessary or desirable. However, when disposing of land at an undervalue, authorities must remain aware of the need to fulfil their fiduciary duty in a way which is accountable to local people."

The terms of the Consent mean that specific consent is not required for the disposal of any interest in land which the authority considers will help it to secure the promotion or improvement of the economic, social or environmental well-being of its area. It will be for the authority to decide whether these decisions taken comply with any other relevant governing legislation. In all cases, disposal at less than best consideration is subject to the condition that the undervalue does not exceed £2,000,000 (two million pounds).

Based upon the Senior Valuer valuation at £40k and proposed use by OBTC, utilising the land to facilitate and enhance community events, contributing to the visitor economy and the proposed restrictions on title to securing this use, it is considered that Executive acknowledge that the disposal is at less than best consideration but the disposal will contribute to the economic and social well being of the area.

2 Conclusions and Reasons for Recommendation

2.1 The surrender of Holymoore Development lease and disposal of the site to OBTC will secure the long term community use of the site to support the economic and social well being of the area, whilst protecting the Council from any future liabilities.

3 Consultation and Equality Impact

3.1 Significant consultation has taken place with OBTC and Holymoore Development Limited with regards the future use of the site.

3.2 There are no Equality Impact issues arising from this report.

4 Alternative Options and Reasons for Rejection

4.1 Do nothing and let Holymoor Developments sell the lease.

4.2 Agree to let Holymoor Development surrender the lease and transfer the lease to OBTC. However, in order to buy the lease, OBTC will need to pay the lessee £16k and have asked that if the lease is transferred that it is done so on a peppercorn rent.

5 Implications

5.1 Finance and Risk Implications

5.1.1 There are two main financial considerations:

- The surrender of the lease will result in a loss of £1000 PA which will mean a reduction of income which will be absorbed and managed within the service budget...
- The proposal to dispose of the land to OBTC at £1 is a disposal at below best consideration. The report outlines the full case for considering disposal at less than best value.

5.2 Legal Implications including Data Protection

5.2.1 It is proposed that both the surrender and sales agreement will be drafted by BDC's legal services

5.3 Human Resources Implications

5.3.1 There are no HR implications arising from this report.

6 Recommendations

6.1 That Executive agree to surrender the Holymoor Development Limited lease on the terms outlined in the report.

6.2 That Executive agree to dispose of the land on Cotton Street, as shown in Appendix A, to OBTC for the value of £1, acknowledging the disposal is at less than best considerations.

7 Decision Information

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

8 Document Information

Appendix No	Title
Appendix A	Site Plan
Appendix B	Mark Jenkinson & Son Auction Particulars
<p>Background Papers (These are unpublished works which have been relied on to a material extent when preparing the report. They must be listed in the section below. If the report is going to Cabinet (NEDDC) or Executive (BDC) you must provide copies of the background papers)</p>	
Report Author	Contact Number
Commercial Property & Developments Manager	2210

Report Reference –

Appendix A – Site Plan:



Land adjoining 7 Cotton Street, Bolsover, Chesterfield, S44 6HA

- Potential development site in the heart of historic Bolsover
- Approximately 475 square metres (0.12 acres)
- Level paved area with stone walling and arched entrance
- Lapsed planning for 3000 square feet Commercial and four flats
- Leasehold for 200 years at £2,000 per annum ground rent

Location

Bolsover is situated approximately 6.2 miles to the east of Chesterfield and lies within easy reach of Junction 29A of the M1

The site is located in the centre close to the junction of Cotton Street and Church Street

The Site

The land is identified on the adjoining plan and amounts to approximately 475 square metres

Tenure

The land is leasehold for 200 years from 23 April 2009 at an annual ground rent of £2,000 per annum

Planning

The property is suitable for a variety of uses subject to appropriate consents

Interested parties are advised to make their own enquiries in respect of potential schemes

Services

All mains services are understood to be within close proximity of the site though interested parties are advised to make their own enquiries in respect of new connections

Viewing:

On site at any reasonable time

Lot 9

Land adjoining 7 Cotton Street, Bolsover, Chesterfield S44 6HA

Guide price:

£60,000

Bolsover District Council

Executive

4th December 2017

**Bolsover Partnership Funding and Performance Monitoring
April to September 2017**

Report of the Chief Executive's & Partnership Manager

This report is public

1 Purpose of the Report

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

- Reports on key activities that the Partnership Team has been working on between April and September 2017
- Highlights key statistics/trends for the district in relation to three of the Partnership's thematic Action Groups – Business and Employment, Health and Well-Being, and Raising Aspirations
- Provides an overview of the Council's Business Growth Fund in Bolsover and the impact of the investment
- Outlines progress made through the B@Home Partnership and social value outcomes
- Outlines the aims and objectives of the Building Resilience Programme funded by the Department for Communities and Local Government Controlling Migration Fund and update progress made to date
- Provides an overview of the Council's Grants to Voluntary Organisations programme and the impact of the investment
- Highlights case studies demonstrating the impact of project activity to local people

2 Report Details

2.1 Please see attached report.

3 Conclusions and Reasons for Recommendation

3.1 To ensure that funding is targeted to best effect.

4 **Consultation and Equality Impact**

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

5 **Alternative Options and Reasons for Rejection**

5.1 None.

6 **Implications**

None.

7 **Finance and Risk Implications**

7.1 As detailed in the report.

8 **Legal Implications including Data Protection**

8.1 None.

9 **Human Resources Implications**

9.1 None.

10 **Recommendations**

10.1 That the report be received.

11 **Decision Information**

Is the decision a Key Decision? A Key Decision is 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: <input type="checkbox"/> <i>BDC: Revenue £75,000</i> <i>Capital - £150,000</i> <input type="checkbox"/> <i>NEDDC: Revenue - £100,000</i> <input type="checkbox"/> <i>Capital - £250,000</i> <input type="checkbox"/> <input checked="" type="checkbox"/> <i>Please indicate which threshold applies</i>	No
District Wards Affected	All
Links to Corporate Plan priorities or Policy Framework	<ul style="list-style-type: none">• Unlocking our Growth Potential• Supporting our Communities to be Healthier, Safer, Cleaner and Greener

12 **Document Information**

Appendix No	Title
1	Bolsover Partnership Funding and Performance Monitoring April to September 2017 (Separate Document)
<p>Background Papers (These are unpublished works which have been relied on to a material extent when preparing the report. They must be listed in the section below. If the report is going to Cabinet (NEDDC) or Executive (BDC) you must provide copies of the background papers)</p>	
Report Author	Contact Number
Laura Khella Partnership Programme Management Consultant	01246 242302

Bolsover District Council

Executive

4 December 2017

Strategic Risk Register and Partnership Arrangements

This report is public

Report of the Assistant Director – Finance, Revenues and Benefits

Purpose of the Report

- To update Members concerning the current position regarding Risk Management and Partnership Arrangements and to seek approval for the revised Strategic Risk Register as at 30 September 2017, as part of the suite of Finance, Performance and Risk reports.

1 Report Details

Background

- 1.1. The Council's Strategic Risk Register has been developed in the light of a consideration of the strategic and operational risks which have been identified by Elected Members and Officers as part of the Council's risk, service management and quarterly performance arrangements.
- 1.2. In its approach to Risk Management the Council is seeking to secure a number of objectives and to operate in line with recognised best practice. In order to appreciate the importance of Risk Management it is useful to reiterate these objectives:
 - To improve the way in which the Council manages its key risks so as to reduce the likelihood of them happening, and to mitigate their impact in those cases where they do materialise. This is a key element in protecting service delivery arrangements, the financial position and the reputation of the Council.
 - To strengthen the overall managerial arrangements of the Council. From a Governance perspective the effective operation of Risk Management is a key element of the managerial framework operating within an authority.
 - Effective Risk Management is a key component in ensuring that organisations are able to achieve their objectives, and that key projects proceed in line with plan.
 - The identification of the risks attached to existing service delivery, or to a project or new initiative helps enable a fully informed decision to be made,

and helps ensure that all appropriate measures to mitigate (or reduce) the risk are in place from the outset.

- Finally, an appreciation of the risk environment within which the Council operates assists in ensuring the organisation has a good awareness of its overall risk exposure, whilst helping determine an appropriate level of financial reserves.

The Strategic Risk Register

- 1.3. The revised Strategic Risk Register as at 30 September 2017 is set out in **Appendix 1** for consideration by Executive. The intention is that this review of the Register will secure the following objectives:
 - Identify any newly emerging risks which need to be added to the Register and removing any risks that have been resolved to maintain a focus on current risks.
 - To revisit risk scores assessments and ensure that appropriate mitigation remains in place.
- 1.4. Overall a key theme which emerges from the Strategic Risk Register is one of an ongoing requirement to maintain our current performance in respect of service delivery, performance and governance and of ensuring that the Council mitigates the risk of a catastrophic event or service failure impacting upon our community . This objective needs to be secured against a background of both declining and less certainty concerning financial resources. Allied to the financial position local authorities are faced with significant legislative change impacting upon Housing, Planning, the welfare system, devolution and finance. These developments are anticipated to entail some significant changes in the manner in which our services to local residents are delivered with the level of change required clearly having the potential to disrupt service provision.
- 1.5 During the recent round of Quarterly Performance meeting one of the key issues discussed was the uncertainties associated with Brexit, the roll out of Universal Credit, the pace of legislative change and the ability to recruit and retain appropriately qualified staff were all viewed as remaining of concern. In addition, in light of the level of savings that needed to be identified over the period of the current MTFP, concerns were reiterated regarding the challenges in respect of securing these savings, against a background in which some services were experiencing increased pressures as a result of other agencies withdrawing services. The uncertainties arising from Brexit, the roll out of Universal Credit and legislative changes are incorporated within the same Strategic Risk (Risk 1) as outlined in Appendix 1. The issue of the loss of key staff and the difficulties being experienced in finding suitable replacements continues to be a widespread concern expressed by managers. This issue already featured within the Strategic Risk Register and is detailed as Strategic Risk 5 within Appendix 1, while the issue of financial pressures is covered by Strategic Risk 2 within Appendix 1.

- 1.6 Another key issue that was highlighted during the meeting was HS2 and the impact this would have on the District, its residents and communities. It was agreed that a new strategic risk would be included within the Strategic Risk Register (risk 9).
- 1.7 In order to develop the understanding of risk together with a culture of risk management throughout the organisations a series of training sessions for senior managers which covered the issue of Risk Management have been held in early summer 2017. Likewise, as part of the Budget Scrutiny Meeting in September 2015 there was a presentation to Members concerning Risk Management.

Partnership Arrangements.

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

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

intended to be both risk based and proportionate to the risk exposure of this Council.

2 Conclusions and Reasons for Recommendation

- 2.1 The Strategic Risk Register is intended to highlight those areas where the Council needs to manage its risks effectively. One of the key purposes of this report is to set out the risks that have been identified (see Appendix 1) and to encourage both Members and Officers to actively consider whether the Strategic Risk Register and supporting Service Risk Registers appropriately cover all of the issues facing the Council. The section of Partnerships serves to highlight the extent of these working arrangements, together with the mechanisms which are in place for their successful management.

Reasons for Recommendation.

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

3 Consultation and Equality Impact

Consultation

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

Equalities

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

4 Alternative Options and Reasons for Rejection

- 4.1 Under the relevant good practice and to facilitate the development of robust managerial arrangements the Council is required to prepare a Strategic Risk Register as part of its risk management framework. This report is in part intended for Members and Officers to consider whether the Council has adopted an appropriate approach to its management of risk and partnerships. Given that this report is part of the approach to help ensure the effective management of risk / partnerships there is not an alternative to the presentation of a formal report.

5 Implications

5.1 Finance and Risk Implications

Financial

There are no additional financial implications arising out of this report at this stage. While where appropriate additional mitigation measures have been identified and implemented during the course of preparing the Strategic and Operational Risk Registers, the cost of implementing this mitigation will be met from within previously agreed budgets.

Risk

Risk Management Issues are covered throughout the body of the main report.

5.2 Legal Implications including Data Protection

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

5.3 Human Resources Implications

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

6 Recommendations

- 6.1 That Executive approves the Strategic Risk Register as at 30 September 2017 as set out in Appendix 1.

7 Decision Information

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

8 Document Information

Appendix No	Title
1	Strategic Risk Register as at 30 September 2017
Background Papers (These are unpublished works which have been relied on to a material extent when preparing the report. They must be listed in the section below. If the report is going to Cabinet (NEDDC) or Executive (BDC) you must provide copies of the background papers)	
Service Plan Risk Registers	
Report Author	Contact Number
Assistant Director – Finance, Revenues and Benefits	01246 217658

STRATEGIC RISK REGISTER SUMMARY AS AT: 30 September 2017

	Risk	Consequences	Risk Score (Likelihood Impact) x	Risk Score (Likelihood Impact) Taking into Account Current Controls x	Risk Owner / Lead Officer
1	Government Legislation / Parliamentary uncertainty / impact of Brexit / adverse external economic climate has an accelerating impact on Council (poor financial settlement), or upon the local economy, to which Council is unable to adopt an appropriate change of Strategic direction.	<ul style="list-style-type: none"> Unable to deliver a package of services that meet changing local needs and aspirations. Reduced influence over delivery of local services. Unable to effectively support local communities. Increased demands on Council services at a time when Council resource base is reducing. 	4,4, 16	3,4 12	SAMT / Political Leadership
	<ul style="list-style-type: none"> The Council is outward looking and actively works to understand proposed changes and the approaches that might be adopted to mitigate any adverse impacts of these. The Council has effective political and managerial (governance) arrangements in place to manage change. Appropriate levels of financial reserves / investment funding are maintained to fund strategic shifts in service delivery. Effective engagement with staff to ensure they embrace necessary change. 				
2	Failure to deliver a balanced budget in line with the MTFP, at a time when the Council's reserves	<ul style="list-style-type: none"> Impact upon ability to deliver current level of services. Unable to resource acceptable levels of service. 	4,4 16	3,4 12	Political Leadership / Chief Executive / Chief Financial Officer / SAMT

	are limited to 'adequate' levels.	<ul style="list-style-type: none"> • Significant adverse reputational Impact. 			
	<ul style="list-style-type: none"> • The Council has effective financial and wider management arrangements in place to ensure budget / service delivery arrangements are robust. • The current MTFP indicates challenging but manageable savings targets. A key risk is that under 'localism' there is less certainty concerning income (NNDR, NHB). • The Council has 'adequate' financial reserves in place to cushion against any loss of income for a period of at least one financial year. 				
3.	<p>The Council is affected by a operational service failure which has a major impact upon the local community, this impact being reflected in the Council's sustainability and reputation. Failure could arise from services – inc Data Protection – failing to adhere to best practice. Resulting in a potential impact upon the Council's ability to secure its corporate objectives. Given the efficiency measures that have been introduced to date this is considered to be an increasing issue for</p>	<ul style="list-style-type: none"> • A significant service failure associated with a major impact on the local community, leading to a wider detrimental corporate impact. • Deterioration in services to the public, potentially a major initial impact upon a local resident or a group of local residents. • Significant staff and financial resources required to resolve position, impacting on other services. • A major service has its operating capacity significantly impact and is required to introduce major reform in its approach to service delivery. 	3,5 15	2,5 10	SAMT / Assistant Directors

	the Council.				
	<ul style="list-style-type: none"> The Council has appropriate managerial arrangements in place supported by staff recruitment and training to ensure these risks are effectively managed. The Council has a Performance Management Framework in place to help ensure that services are delivered in line with good practice and industry standards. On going monitoring and regular reporting will help ensure that any emerging issues re service performance are effectively identified and resolved at the earliest possible opportunity. 				
4	It becomes increasingly difficult to recruit to key posts or to replace key staff who leave. Staff morale is adversely affected by as a result of pace of change, tightening financial circumstances or external circumstances.	<ul style="list-style-type: none"> Deterioration in services to the public. Increasing inefficiencies in service provision. Weakening of Internal Control arrangements. Increased pressure on other members of staff. 	3,4 12	2,4 8	SAMT / Asst Director HR
	<ul style="list-style-type: none"> The Council has effective communication and working with staff as validated by securing 'silver' accreditation at IIP. There is sufficient funding to bring in agency staff where required to maintain service performance. At this stage the problematic areas are those where there are national 'shortages'. In the majority of areas it has proved possible to recruit appropriate replacement staff. Appropriate training budgets are in place to ensure that staff receive necessary training to maintain service quality. The Council will look at introducing appropriate apprenticeship / training schemes in order to develop employees to meet our requirements. 				

5	<p>Delivery of the Council's Agenda is dependent upon effective delivery of both a number of major initiatives / projects and implementing a range of new government reforms whilst maintaining service quality, which may overstretch our reduced organisational capacity.</p>	<ul style="list-style-type: none"> • New initiatives are not delivered in a cost-effective manner. • Failure to maintain / improve services in line with local aspirations. • Failure to generate the savings required to balance the budget. • Financial savings measures weaken Governance / Internal Control arrangements. • Service deterioration / failure arising from capacity issues. 	3,4 12	2,4 8	SAMT / Chief Executive
<ul style="list-style-type: none"> • The Council has effective prioritisation and project management arrangements in place to ensure resources are directed at key objectives. • The Council has made efforts to ensure effective use of employees by utilising shared services to protect service resilience, by maintaining appropriate training arrangements and by investing in transformational ICT projects. • The Council has a robust performance management framework intended to highlight emerging issues. 					
6	<p>Emergency Planning and Business Continuity arrangements fail to meet required standards when tested by flu pandemic, natural disaster (flood), etc. The Council is exposed to cyber crime with a loss of</p>	<ul style="list-style-type: none"> • Inability of Council to provide services as a consequence of a severe catastrophic external event (e.g. flooding, major terrorist incident, flu pandemic, fire). • Failure of IT infrastructure, leading to inability to effectively operate services and to safeguard income streams. • Business Continuity Plans prove ineffective in practice. 	3,4 12	2,4 8	Chief Executive / SAMT

	data / systems resulting in a potential inability to provide core services and incurring reputational damage.				
	<ul style="list-style-type: none"> The Council works in partnership with a range of partners on its Emergency Planning arrangements to ensure that we operate in line with best practice. There is an annual 'desktop' scenario to test officers understanding of the arrangements and that they are fit for purpose in a realistic 'trial' scenario. All sections have Business Continuity plans in place which identify key risks and mitigation. Corporate IT systems have been tested against Industry standards for Business Continuity. The Council works in partnership with a range of other agencies that should be able to provide support in the event of the Council's own procedures failing to be effective. The Council has put in place industry standard measures to minimise the risk of cyber crime. 				
7	Lack of strategic direction from Members / Corporate Management, external partners change Strategic direction.	<ul style="list-style-type: none"> Failure to deliver high quality services which address national and local priorities. Deterioration in Governance Arrangements. Refocus of current services necessary with associated disruption. 	3,4 12	2,4 8	Chief Executive / Political Leadership Team
	<ul style="list-style-type: none"> There are appropriate structured training arrangements in place for both Members and Officers. The Council is an outward looking organisation where both Members and Officers are encouraged to network with peer groups to ensure a developed awareness of the broader environment within which we operate. 				
8	Governance Arrangements including Performance, Finance and Risk Management need	<ul style="list-style-type: none"> Adverse Impact upon Service Quality. Failure to deliver high quality services which address national and local priorities. 	3,4 12	2,4 8	Chief Financial Officer / Monitoring Officer

	to be maintained in order to continue to operate effectively in a rapidly changing environment.	<ul style="list-style-type: none"> Significant adverse reputational impact. 			
	<ul style="list-style-type: none"> The Council has appropriate managerial arrangements in place supported by staff recruitment and training to ensure these risks are effectively managed. The Council has an active Standards and Audit Committee which provide independent review of the Governance arrangements in the Council. The Annual Governance Report sets out an evidence based structured assessment of the operation of the Council's governance arrangements. 				
9	HS2 preparation and delivery. Without considerable environmental mitigation measures will have a negative impact on the visual amenity of the district, disruption to businesses, home owners and communities. It also has the potential to sterilise areas of development due to uncertainty.	Without considerable environmental mitigation measures will have a negative impact on the visual amenity of the district, disruption to businesses, home owners and communities. It also has the potential to sterilise areas of development due to uncertainty.	4,4,16	4,4,16	SAMT / Political Leadership
	<ul style="list-style-type: none"> CEX and senior management actively engaged with HS2 staff to discuss proactive business mitigation measures. Political leadership working with relevant community groups and agencies lobbying for enhanced mitigation measures. Contributing to the East Midlands HS2 growth strategy and also that we part of the mitigation study 				

Bolsover District Council

Executive

4 December 2017

Medium Term Financial Plan - Revised Budgets 2017/18

Report of Assistant Director – Finance, Revenues and Benefits

This report is public

Purpose of the Report

- To seek Executive approval of the 2017/18 revised budget for the General Fund, Housing Revenue Account and Capital Programme which will assist in improving the Councils financial position in both 2017/18 and future financial years.

1 Report Details

General Fund Revenue Account

- 1.1 The revised budget process is now complete and the proposed 2017/18 revised budget for the General Fund is attached at **Appendix 1**. The appendix shows the original budget for 2017/18 which was agreed in February 2017, the current budget, which reflects budget transfers and approved changes during the financial year, and the proposed revised budget for 2017/18. The revised budget shows that Net Cost of Services has increased to £10.811m which is £0.557m above the original budget figures. This increase reflects approvals during the year to fund additional expenditure predominantly from either earmarked reserves or grants, new income received and reductions made to expenditure through the revised budget process. The original savings target of £0.170m has now been delivered.
- 1.2 In all cases the budget managers have been consulted and are in agreement with the budget changes proposed. It has been a clear objective in the exercise not to make any budget changes that have a significant adverse impact on the service provision being delivered. **Appendix 2** details the net cost of each cost centre by Directorate.
- 1.3 The budget lines below the Net Cost of Services line of Appendix 1 have also been revised which gives an overall estimated surplus to the General Fund of £0.780m. Given that the Council commenced the year with savings target of £0.170m this represents an improved position of £0.950m. The key factors underlying this improvement are as follows:

	£000's
Go Active Leisure Centre	105
Council Tax Increase	100
Crematorium	85
Vacancy Management	378
Increase in Planning Income	187
Miscellaneous Expenditure Reductions	95
Total Increase in Income / Reduction in Expenditure	950

Where the factors above will continue to apply in future years then the forecasts within the Medium Term Financial Plan will be amended accordingly. In the case of increased Planning income the Council will, however, continue to take prudent estimates at the outset of the year as the income stream is subject to fluctuation driven by events in the wider economy. Careful vacancy management has been effective during the year so far and the Go Active Leisure Centre budgets have been reviewed based on nine months of operating the facility.

- 1.4 The estimated £0.780m surplus in the year will clearly be dependent on the actual financial performance out-turning in line with the revised budgets. There may be further costs identified from restructuring processes and other variances as the year progresses. It is advised that the surplus generated in the financial year is transferred into the Transformation Reserve. This will maintain the Reserve at a level where it can finance the Council's transformation plans, service developments and any restructuring costs.

Housing Revenue Account (HRA)

- 1.5 The Housing Revenue Account revised budget for 2017/18 is set out in **Appendix 3** to this report.

Income

- 1.6 Rental income is in-line with the current budget and original estimate so only a slight revision has been made.
- 1.7 Charges for Services income are lower than the current budget by £0.152m. This is due to reduced costs of heating to us, therefore a lower cost is being recharged and also as a result of a Scrutiny review. The basis of the calculation for the heating charges was changed after the review.
- 1.8 Income for Supporting People – Central Control is higher than the current budget by £0.033m. This is due to increased numbers of users of the Careline Service.

Expenditure

- 1.9 Expenditure on the HRA is showing a net reduction against current budgets of £0.282m. Vacancies from repair and maintenance, supervision and management and special services have been removed for the first six months of £0.182m making up the biggest part of this reduction.

- 1.10 The remainder of the HRA expenditure reduction is from lower stores expenditure of £0.100m, lower utilities costs of £0.072m and an increase in the budget for the Council Tax payable on void properties £0.080m.
- 1.11 Taking account of the proposed budget changes detailed above, the HRA is anticipated to deliver a surplus in the current financial year of £0.137m, which is £0.125m higher than the current budget of £0.012m. This surplus will be utilised to fund improved services to Council tenants' in future financial years and as such it is proposed that it is retained in the development reserve. A working balance of £1.942m will be present at the end of the year.

Capital Programme

- 1.12 The Council's capital programme is shown in **Appendix 4**. It has been updated from the original budgets to reflect approvals within the year and the profiling of the individual schemes following approved changes by Members and from detailed discussions with budget officers.
- 1.13 As part of the revised budget process, officers have estimated the likely level of spend in the current financial year. As a result £6.516m has been removed from the current budget and put into 2018/19 as this is when the work is likely to be undertaken. The proposed estimated outturn for 2017/18 is therefore a budget of £18.297m.
- 1.14 The changes that are shown in the revised Capital Programme budgets mean that the financing is adjusted accordingly to meet the anticipated spend. There are no issues to report with regard to the financing of the 2017/18 capital programme.

2 Conclusions and Reasons for Recommendation

- 2.1 The purpose of this report is to set revised budgets as early as possible within the financial year for the General Fund and HRA which will ensure that identified budget savings are realised, that all budget managers are working to the revised budgets and to allow the planned changes in the HRA budgets to be delivered. The improved position on both the Council's main revenue budgets reflects a combination of favourable circumstances during the year, together with careful budget management and the ongoing policies of progressing the Growth and Transformation agenda in order to reduce the underlying level of expenditure in line with the ongoing reductions in the level of government grant. The savings achieved will be used to support service delivery to residents and tenants in future financial years.
- 2.2 To update the 2017/18 capital programme to reflect schemes approved during the year and to note the re-profiling of certain schemes within the programme.

3 Consultation and Equality Impact

- 3.1 There are no consultation and equality impact implications from this report.

4 Alternative Options and Reasons for Rejection

4.1 General Fund and HRA

The anticipated surplus on the Council's two main revenue accounts will result in an increase in financial reserves at the year-end which are available to protect services at a time of declining central government support. How these additional resources are utilised is a decision for Members which will be taken as part of the 2018/19 budget process.

4.2 Capital

There are no alternative options being considered with regard to the proposed allocations from the Capital Programme budget as it ensures the Council's assets meet health and safety requirements in that they are maintained in a fit for purpose state that ensures they remain fully operational.

5 Implications

5.1 Finance and Risk Implications

The issue of financial risk 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 continued reductions in budgets means that any adverse variances arising from particular issues or pressures will not now be able to be absorbed from favourable variances in other budgets and as such may result in an overspend against the revised budget.

There is also no provision within the revised budget to meet any costs of delivering financial savings required for future years. Any proposals to utilise the forecast surplus in the current year must take this risk into account.

5.1.2 The capital programme identifies and recognises the need to maintain the Council's assets in a fit for purpose state and to retain and attract income streams for the Council. The financing of the capital programme is secured for 2017/18 thus minimising the risk of any additional unplanned borrowing.

5.1.3 Financial issues and implications are covered in the relevant sections throughout this report.

5.2 Legal Implications including Data Protection

5.2.1 There are no legal issues arising directly from this report.

5.3 Human Resources Implications

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

6 Recommendations

- 6.1 That Executive approves the revised General Fund operational budget for 2017/18 as set out in Appendix 1 and detailed in Appendix 2.
- 6.2 That Executive approves the revised HRA budgets for 2017/18 as set out in Appendix 3.
- 6.3 That Executive approves the revised Capital Programme for 2017/18 as set out within Appendix 4.

7 Decision Information

Is the decision a Key Decision? A Key Decision is an executive decision which has a significant impact on two or more District wards or which results in income or expenditure to the Council above the following thresholds: <i>BDC: Revenue £75,000</i> <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"/> Please indicate which threshold applies	No
Is the decision subject to Call-In? (Only Key Decisions are subject to Call-In)	No
District Wards Affected	All
Links to Corporate Plan priorities or Policy Framework	Providing our customers with excellent service. Transforming our organisation.

8 Document Information

Appendix No	Title
1	General Fund Summary
2	General Fund Detail
3	HRA
4	Capital Programme
Background Papers (These are unpublished works which have been relied on to a material extent when preparing the report. They must be listed in the section below. If the report is going to Cabinet (NEDDC) or Executive (BDC) you must provide copies of the background papers)	
Report Author	Contact Number
Dawn Clarke Assistant Director – Finance, Revenues & Benefits	01246 217658

**BOLSOVER DISTRICT COUNCIL
GENERAL FUND**

APPENDIX 1

Description	Original Budget 2017/18 £	Current Budget 2017/18 £	Revised Budget 2017/18 £
Growth Directorate	3,347,867	3,582,755	3,121,644
Operations Directorate	6,551,876	6,733,009	6,416,475
Transformation Directorate	2,838,694	2,861,787	2,794,757
Recharges to HRA and Capital	(3,439,642)	(3,439,642)	(3,439,642)
Superannuation rate increase	68,605	0	0
<u>S106 Expenditure</u>			
Growth	879,000	1,822,068	1,398,829
Transformation	7,829	580,617	518,826
Net Cost of Services	10,254,229	12,140,594	10,810,889
<u>Debt Charges</u>	877,532	881,279	971,946
<u>Investment Interest</u>	(81,429)	(81,429)	(147,631)
	11,050,332	12,940,444	11,635,204
Appropriations:			
<u>Contributions to Reserves:</u>	871,544	871,544	894,829
<u>Contribution from Earmarked Reserves:</u>	(177,609)	(647,361)	(835,710)
<u>Contribution (from)/to NNDR Growth Protection Reserve</u>	987,907	987,907	987,907
<u>Contribution from Grant Accounts</u>	(5,320)	(5,320)	(5,320)
<u>Contribution (from)/to Holding Accounts</u>	(189,626)	(139,111)	52,178
<u>Contribution from S106 Holding A/cs</u>	(886,829)	(2,402,685)	(1,917,655)
TOTAL EXPENDITURE	11,650,399	11,605,418	10,811,433
Parish Precepts	2,387,172	2,594,840	2,594,840
Council Tax Support Grant - Parish	277,851	277,851	277,851
TOTAL SPENDING REQUIREMENT	14,315,422	14,478,109	13,684,124
<u>Revenue Support Grant from SFA - total</u>	(1,905,813)	(1,905,813)	(1,905,813)
<u>Business Rates Retention total</u>	(4,077,132)	(4,077,132)	(4,077,132)
<u>New Homes Bonus Grant total</u>	(1,196,046)	(1,202,543)	(1,202,543)
COUNCIL TAX - BDC precept	(3,392,355)	(3,496,994)	(3,496,994)
Council tax - Parish element from above	(2,387,172)	(2,594,840)	(2,594,840)
Council Tax Collection Fund Surplus	(32,775)	(32,775)	(32,775)
BDC share of previous year surplus	(1,154,359)	(1,154,359)	(1,154,359)
TOTAL FUNDING	(14,145,652)	(14,464,456)	(14,464,456)
FUNDING GAP / (SURPLUS)	169,770	13,653	(780,332)

APPENDIX 2

List of net budgets per cost centre per directorate

	Original Budget 2017/18 £	Current Budget 2017/18 £	Revised Budget 2017/18 £
Total for: Appropriations	(10,185,624)	(12,140,594)	(10,810,886)
G005 Joint Chief Executive Officer (G005)	80,445	81,963	81,218
G006 CEPT (G006)	366,189	390,428	386,968
G010 Neighbourhood Management (G010)	98,730	87,730	75,288
G017 Private Sector Housing Renewal (G017)	58,182	58,182	59,115
G020 Public Health (G020)	(28,000)	(28,000)	(112,877)
G021 Pollution Reduction (G021)	178,524	178,524	165,958
G022 Health + Safety (G022)	0	0	(346)
G023 Pest Control (G023)	50,379	50,379	48,406
G025 Food Safety (G025)	143,607	143,607	117,352
G026 Animal Welfare (G026)	101,370	101,370	98,451
G030 Street Trading (G030)	(452)	(452)	0
G036 Environmental Health Mgmt & Admin (G036)	168,756	168,756	185,077
G053 Licensing (G053)	(41,407)	(41,407)	(11,973)
G054 Electoral Registration (G054)	147,364	188,237	163,394
G055 Democratic Representation & Management (G055)	533,394	533,394	531,282
G056 Land Charges (G056)	(7,151)	(6,620)	(6,733)
G057 District Council Elections (G057)	5,000	5,000	2,500
G058 Democratic Services (G058)	172,248	173,738	171,942
G060 Legal Services (G060)	185,915	188,403	193,871
G073 Planning Policy (G073)	253,519	375,467	414,809
G074 Planning Development Control (G074)	(48,338)	4,551	(149,203)
G076 Planning Enforcement (G076)	77,113	77,979	79,301
G079 Planning Services Mgmt & Admin (G079)	20,556	21,085	20,910
G085 Economic Development (G085)	29,425	39,192	39,189
G086 Alliance (G086)	7,250	7,250	7,250
G088 Derbyshire Economic Partnership (G088)	15,000	15,000	15,000
G132 Planning Conservation (G132)	104,829	105,194	64,864
G138 Bolsover Town Centre Consultation (G138)	0	50,000	50,000
G143 Housing Strategy (G143)	41,556	43,556	19,875
G144 Enabling (Housing) (G144)	36,555	36,555	36,160
G157 Controlling Migration Fund (G157)	0	(44,503)	(122,698)
G171 S106 Education (G171)	0	633,068	519,829
G176 Affordable Warmth (G176)	30,572	30,572	35,538
G192 Scrutiny (G192)	20,434	20,395	17,022
G193 Economic Development Management + Admin (G193)	205,447	226,854	198,901
G194 Assist Dir - Economic Growth (G194)	36,799	36,799	36,396
G195 Assist Dir - Governance + Monitoring (G195)	35,520	36,330	32,637
G196 Assist Dir - Planning + Env Health (G196)	35,127	35,927	35,842

APPENDIX 2

List of net budgets per cost centre per directorate

	Original Budget 2017/18 £	Current Budget 2017/18 £	Revised Budget 2017/18 £
G212 Budget Buddies (G212)	9,799	13,257	13,257
G216 Raising Aspirations (G216)	52,300	13,775	13,775
G218 Namibia Bound (G218)	0	2,400	2,400
G220 Locality Funding (G220)	7,500	(59,889)	(59,889)
G224 Prime Ministers Challenge Fund (G224)	0	11,740	11,740
G225 Eats and Treates Events (G225)	0	14,069	14,069
G226 S106 - Highways (G226)	879,000	1,219,362	879,000
G240 Affordable Warmth Buddies (G240)	26,535	26,785	26,785
G241 Working Together for Older People (G241)	24,851	26,396	26,396
G242 New Bolsover MV - CVP Worker (G242)	12,425	12,425	12,425
G244 Bolsover Business Growth Fund (G244)	100,000	100,000	80,000
Total for: Growth Directorate	4,226,867	5,404,823	4,520,473
G001 Audit Services (G001)	124,600	124,600	100,066
G007 Community Safety - Crime Reduction (G007)	51,865	52,753	56,490
G013 Community Action Network (G013)	236,763	241,960	317,070
G024 Street Cleansing (G024)	365,919	368,151	305,503
G028 Waste Collection (G028)	933,929	940,176	810,265
G032 Grounds Maintenance (G032)	524,366	528,459	551,342
G033 Vehicle Fleet (G033)	745,503	747,484	746,232
G038 Concessionary Fares & TV Licenses (G038)	(9,094)	(9,424)	(9,043)
G040 Corporate Management (G040)	141,733	141,733	142,211
G041 Non Distributed Costs (G041)	681,457	681,457	681,457
G043 Joint Strategic Director - Operations (G043)	0	0	21,830
G044 Financial Services (G044)	319,691	339,562	306,472
G046 Homelessness (G046)	161,303	162,182	158,910
G048 Town Centre Housing (G048)	(10,700)	(10,700)	(10,700)
G080 Engineering Services (ESRM) (G080)	83,766	83,766	86,915
G081 Drainage Services (G081)	3,300	3,300	3,300
G083 Building Control Consortium (G083)	55,000	55,000	55,000
G089 Premises Development (G089)	(72,354)	(72,354)	(60,435)
G090 Pleasley Vale Mills (G090)	(174,991)	(176,041)	(114,112)
G091 CISWO Duke St Building (G091)	0	25,710	25,710
G092 Pleasley Vale Electricity Trading (G092)	(78,000)	(78,000)	(78,000)
G095 Estates + Property (G095)	597,482	641,516	618,274
G096 Building Cleaning (General) (G096)	82,080	82,478	86,162
G097 Groundwork & Drainage Operations (G097)	46,392	46,730	46,000
G099 Catering (G099)	6,000	6,000	5,200
G100 Benefits (G100)	548,904	543,127	390,750
G103 Council Tax / NNDR (G103)	273,958	283,972	257,404

APPENDIX 2

List of net budgets per cost centre per directorate

	Original Budget 2017/18 £	Current Budget 2017/18 £	Revised Budget 2017/18 £
G104 Sundry Debtors (G104)	85,916	91,497	90,765
G106 Housing Anti Social Behaviour (G106)	73,018	73,596	75,628
G111 Shared Procurement Unit (G111)	34,860	34,860	34,860
G113 Parenting Practitioner (G113)	46,463	46,809	32,968
G123 Riverside Depot (G123)	168,761	168,935	166,299
G124 Street Servs Mgmt & Admin (G124)	66,948	70,514	70,241
G133 The Tangent Business Hub (G133)	(19,984)	(19,984)	(15,237)
G135 Domestic Violence Worker (G135)	39,825	40,117	40,133
G142 Community Safety - CCTV (G142)	33,370	31,860	20,000
G148 Trade Waste (G148)	(57,385)	(57,385)	(54,432)
G149 Recycling (G149)	222,358	209,066	177,559
G151 Street Lighting (G151)	26,021	26,021	25,900
G153 Housing Advice (G153)	12,309	12,407	12,314
G156 The Arc (G156)	173,397	201,340	182,837
G161 Rent Rebates (G161)	(95,199)	(95,199)	(142,337)
G162 Rent Allowances (G162)	(90,491)	(90,491)	(33,103)
G164 Support Recharges (G164)	(3,439,642)	(3,439,642)	(3,439,642)
G167 Facilities Management (G167)	23,541	23,541	15,823
G169 Closed Churchyards (G169)	10,000	10,000	10,000
G190 Executive Director - Operations (G190)	52,168	52,168	58,112
G197 Assist Dir - Finance, Revenues + Benefits (G197)	35,371	35,371	34,878
G199 Assist Dir - Street Scene (G199)	34,956	34,956	35,990
G208 Assist Dir - Estates and Property (G208)	35,281	36,066	35,377
G219 Community Cohesion Officer (G219)	0	8,077	8,077
G237 Joint Venture (LLP) (G237)	0	33,770	33,770
G239 Housing + Community Safety Fixed Penalty A/c (G239)	1,500	1,500	(220)
Total for Operations Directorate	3,112,234	3,293,367	2,976,833
G002 I.C.T. (G002)	685,209	685,249	700,137
G003 Reprographics (printing) (G003)	123,695	124,908	134,243
G014 Customer Contact Service (G014)	741,474	757,163	746,496
G015 Strategy & Performance (G015)	124,118	118,590	120,181
G027 Emergency Planning (G027)	16,292	16,292	15,847
G052 Human Resources & Payroll (G052)	164,413	190,640	190,405
G061 Bolsover Wellness Programme (G061)	6,925	7,956	7,605
G062 Extreme Wheels (G062)	(3,767)	(3,476)	3,733
G063 Go Football (G063)	13,686	13,899	10,659
G064 Bolsover Community Sports Coach Scheme (G064)	135,096	136,026	144,717
G065 Parks, Playgrounds & Open Spaces (G065)	47,251	51,319	53,069
G069 Arts Projects (G069)	(10,000)	4,860	22,186

APPENDIX 2

List of net budgets per cost centre per directorate

	Original Budget 2017/18 £	Current Budget 2017/18 £	Revised Budget 2017/18 £
G070 Outdoor Sports & Recreation Facilities (G070)	28,165	28,165	33,690
G071 Creswell Leisure Centre (G071)	20,000	0	0
G072 Leisure Services Mgmt & Admin (G072)	221,848	203,193	186,376
G094 Joint Strategic Director - Transformation (G094)	0	0	26,574
G117 Payroll (G117)	67,451	74,605	73,944
G125 S106 Percent for Art (G125)	0	104,370	104,370
G126 S106 Formal and Informal Recreation (G126)	7,829	169,232	137,573
G129 Bolsover Apprenticeship Programme (G129)	20,300	59,380	68,401
G146 Pleasley Vale Outdoor Activity Centre (G146)	42,621	44,166	41,445
G155 Customer Services (G155)	28,268	28,624	28,772
G168 Multifunctional Printers (G168)	54,646	54,646	54,568
G170 S106 Outdoor Sports (G170)	0	276,883	276,883
G179 Streets Sports (G179)	0	750	30
G180 Special Events (G180)	94	94	0
G182 Village Games (G182)	0	0	1,000
G183 Netball (G183)	0	1,080	1,080
G186 PL4S Satellite Programme	0	35	13
G188 Cotton Street Contact Centre (G188)	31,836	31,568	20,104
G189 Executive Director - Transformation (G189)	52,403	52,403	44,405
G200 Assist Dir - Customer Services + Improvement (G200)	35,462	7,690	7,424
G201 Assist Dir - HR + Payroll (G201)	35,287	36,087	17,858
G202 Assist Dir - Leisure (G202)	35,722	36,282	15,433
G205 Innovation (G205)	0	14	14
G206 Street Games (G206)	0	1,969	535
G207 Cycling (G207)	0	1,840	1,487
G221 Physical Inactivity (G221)	0	8,633	8,633
G228 Go Active Clowne Leisure Centre (G228)	70,820	46,667	(58,071)
G238 HR Health + Safety (G238)	49,379	70,602	71,697
G243 Tibshelf Public Art - planning condition (G243)	0	0	64
Total for Transformation Directorate	2,846,523	3,442,404	3,313,580
Total for: General Fund	0	0	0

APPENDIX 3

	Original Budget 2017/18 £	Current Budget 2017/18 £	Revised Budget 2017/18 £
HOUSING REVENUE ACCOUNT			
Expenditure			
Repairs and Maintenance	4,826,028	4,826,028	4,655,274
Supervision and Management	4,879,371	4,919,371	5,005,814
Special Services	636,085	636,085	556,278
Supporting People - Wardens	605,108	602,938	592,905
Supporting People - Central Control	209,103	207,918	240,058
Tenants Participation	88,113	88,113	67,422
Increase in Bad Debts Provision	150,000	150,000	150,000
Cost of Capital - Interest	3,520,572	3,520,572	3,401,649
Debt Management Expenses	8,438	8,438	7,625
Total Expenditure	14,922,818	14,959,463	14,677,025
Income			
Income	(20,518,371)	(20,518,371)	(20,521,331)
Repairs and Maintenance	(10,345)	(10,345)	(22,345)
Supervision and Management	(380)	(380)	(605)
Special Services	(338,412)	(338,412)	(186,181)
Supporting People - Wardens	(461,545)	(461,545)	(454,750)
Supporting People - Central Control	(202,402)	(202,402)	(234,973)
Tenants Participation	0	0	(4,087)
Leased Flats	(16,000)	(16,000)	(16,000)
Leased Shops	(8,220)	(8,220)	(7,980)
Total Income	(21,555,675)	(21,555,675)	(21,448,252)
Appropriations			
Depreciation	2,529,218	2,529,218	2,529,218
T/f to/(from) Major Repairs Reserve	3,914,759	3,914,759	3,914,759
	6,443,977	6,443,977	6,443,977
Contribution to Insurance Reserve	50,000	50,000	50,000
Contribution to Development Reserve	0	0	100,000
Cont to Vehicle Replacement Reserve	130,000	130,000	180,000
Use of Reserves	0	(40,000)	(40,000)
	180,000	140,000	290,000
Net Operating (Surplus) / Deficit	(8,880)	(12,235)	(37,250)
Working Balance at Beginning of Year	(1,904,719)	(1,904,719)	(1,904,719)
Contribution to/(from) Balances	(8,880)	(12,235)	(37,250)
Working Balance at End of Year	(1,913,599)	(1,916,954)	(1,941,969)

APPENDIX 4

CAPITAL PROGRAMME SUMMARY

CAPITAL PROGRAMME SUMMARY	Original Budget 2017/18 £	Current Budget 2017/18 £	Revised Budget 2017/18 £
General Fund			
AMP - PV Mills	0	101,058	101,058
AMP - The Arc	0	73,404	73,404
AMP - Leisure Buildings	0	34,429	34,429
AMP - Riverside Depot	0	5,133	5,133
AMP - The Tangent	0	5,220	5,220
AMP - Refurbishment Work	260,000	57,688	107,688
Refurbishment - Oxcroft House	0	27,500	27,500
Refurbishment - 3 Cotton St Bolsover	0	13,297	13,297
Shirebrook Contact Centre	108,453	206,453	0
Pleasley Vale Mill 1 - Dam Wall	0	126,617	126,617
Car Parking at Clowne - Additional	0	150,000	59,800
Security and CCTV at Pleasley Vale	0	259,550	259,550
The Tangent - Phase 2	1,297,000	1,371,697	1,072,907
PV Lightning Protection	0	15,326	15,326
PV Mansafe System	0	140,076	140,076
PV Mill 2 Unit 12 roofing	0	14,826	14,826
PV Fire Compartmentation & Fire Doors	76,030	76,030	76,030
Can Ranger Expansion	0	150,000	35,000
	1,741,483	2,828,304	2,167,861
Project Horizon			
Clowne Campus - Refurbishment	0	23,076	23,076
	0	23,076	23,076
ICT Schemes			
ICT infrastructure	82,000	110,150	85,200
Revenues & Benefits Software	0	61,797	61,797
Telephony & Contract Mgmt Software	0	77,450	77,450
	82,000	249,397	224,447
Leisure Schemes			
P Vale Outdoor Education Centre Ph 2	0	41,134	41,134
Fitness Equipment Clowne Leisure Centre	0	4,886	4,886
Clowne Leisure Facility	0	127,184	127,184
Go Active - ICT Equipment & Software	0	13,292	13,292
Shirebrook Forward	0	25,000	25,000
	0	211,496	211,496

APPENDIX 4

CAPITAL PROGRAMME SUMMARY

	Original Budget 2017/18 £	Current Budget 2017/18 £	Revised Budget 2017/18 £
Private Sector Schemes			
Disabled Facility Grants	400,000	400,000	857,684
Group Repair (WT)	0	2,674	2,674
Carr Vale Group Repair	0	1,270	1,270
Church Drive Energy Project	0	9,579	9,579
Station Road Shirebrook	0	1,340	1,340
	400,000	414,863	872,547
Joint Venture			
JVC / Growth Agenda Land Purchase	244,000	494,000	494,000
	244,000	494,000	494,000
Vehicles and Plant			
Vehicle Replacements	144,000	431,597	302,798
Vehicle Lift for Garage	40,000	40,000	40,000
8 x Hedge cutters (GM)	4,000	4,000	4,000
10 x Strimmers (GM)	5,000	4,215	4,215
	193,000	479,812	351,013
Total General Fund	2,660,483	4,700,948	4,344,440
Housing Revenue Account			
New Build Properties			
Rogers Ave Creswell	0	8,516	8,516
Blackwell Hotel Site	0	154,889	154,889
Fir Close Shirebrook	741,909	1,317,588	621,588
Derwent Drive Tibshelf	1,469,470	1,511,650	1,727,842
Recreation Close Clowne	170,000	170,000	0
Hilltop	3,500,000	3,567,749	2,000,000
B@home phase 2	840,750	840,750	0
	6,722,129	7,571,142	4,512,835
Vehicle Replacements	84,000	247,000	162,077
	84,000	247,000	162,077

APPENDIX 4

CAPITAL PROGRAMME SUMMARY	Original Budget 2017/18 £	Current Budget 2017/18 £	Revised Budget 2017/18 £
Public Sector Housing			
External Wall Insulation	400,000	495,667	95,667
Electrical Upgrades	200,000	203,659	203,659
Cavity Wall + Loft Insulation	5,000	9,692	4,692
External Door Replacements	40,000	49,234	149,234
Heating Upgrades	1,200,000	1,277,457	1,277,457
Environmental Works	50,000	50,000	50,000
Unforeseen Reactive Capital Works	141,949	141,949	141,949
Kitchen Replacements - Decent Homes	800,000	851,540	701,540
GD Boiler Replacement / Heat Meters	1,500,000	2,952,809	1,452,809
Regeneration Mgmt & Admin	69,320	69,320	69,320
Re Roofing	720,000	817,607	817,607
Flat Roofing	50,000	50,000	50,000
Welfare Adaptations - Capital		15,275	15,275
Soffit and Facia	200,000	254,021	254,021
	5,376,269	7,238,230	5,283,230
ICT Schemes	0	0	438,747
	0	0	438,747
New Bolsover Scheme (inc HLF)			
New Bolsover	0	317,315	317,315
New Bolsover-Repair&Conservation BDC	3,053,391	3,289,258	1,789,258
New Bolsover-Repair&Conservation Private	584,230	616,627	616,627
New Bolsover-Other Cap Works- Landscaping	150,000	150,000	150,000
New Bolsover-Comp&Fac (Prelims)BDC	280,568	280,568	280,568
New Bolsover-Comp&Fac (Prelims)Private	24,179	24,179	24,179
New Bolsover-Decants BDC	150,000	250,000	250,000
New Bolsover-Fees(HLP, PD CDM)-BDC	51,165	51,165	51,165
New Bolsover-Fees(HLP, PD CDM)- Private	20,524	20,524	20,524
New Bolsover - Staff Costs	49,839	55,564	55,564
	4,363,896	5,055,200	3,555,200
Total HRA	16,546,294	20,111,572	13,952,089
TOTAL CAPITAL EXPENDITURE	19,206,777	24,812,520	18,296,529

APPENDIX 4

CAPITAL PROGRAMME SUMMARY	Original Budget 2017/18 £	Current Budget 2017/18 £	Revised Budget 2017/18 £
Capital Financing			
General Fund			
Specified Capital Grant	(400,000)	(400,000)	(857,684)
Prudential Borrowing	(184,000)	(591,167)	(459,868)
Reserves	(1,740,453)	(2,919,362)	(2,186,469)
External Funding	0	(18,405)	(18,405)
Capital Receipts	(336,030)	(758,722)	(808,722)
GF - Direct Revenue Financing	0	(13,292)	(13,292)
	(2,660,483)	(4,700,948)	(4,344,440)
HRA			
Major Repairs Allowance	(8,176,393)	(10,691,536)	(7,675,283)
Prudential Borrowing	(5,892,379)	(6,869,772)	(3,811,465)
Vehicle Reserve	(84,000)	(247,000)	(162,077)
Development Reserve	(885,000)	(885,000)	(885,000)
External Funding	(1,508,522)	(1,418,264)	(1,418,264)
	(16,546,294)	(20,111,572)	(13,952,089)
TOTAL CAPITAL FINANCING	(19,206,777)	(24,812,520)	(18,296,529)
Capital Reserves			
Major Repairs Reserve			
Opening Balance	(5,327,807)	(5,327,807)	(5,327,807)
Amount due in Year	(5,376,269)	(5,376,269)	(5,376,269)
Amount used in Year	8,176,393	10,691,536	7,675,283
Closing Balance	(2,527,683)	(12,540)	(3,028,793)
HRA Development Reserve			
Opening Balance	(1,085,124)	(1,085,124)	(1,085,124)
Amount due in Year	0	0	(100,000)
Amount used in Year	885,000	885,000	885,000
Closing Balance	(200,124)	(200,124)	(300,124)
HRA Vehicle Reserve			
Opening Balance	(140,315)	(140,315)	(140,315)
Amount due in Year	(130,000)	(130,000)	(180,000)
Amount used in Year	84,000	247,000	162,077
Closing Balance	(186,315)	(23,315)	(158,238)
Capital Receipts Reserve			
Opening Balance	(1,644,658)	(1,644,658)	(1,644,658)
Amount due in Year	(200,000)	(200,000)	(200,000)
Amount used in Year	336,030	758,722	808,722
Closing Balance	(1,508,628)	(1,085,936)	(1,035,936)

Bolsover District Council

Executive

4th December 2017

Local Discretionary Business Rates Relief Scheme

Report of the Portfolio Holder for Corporate Services

This report is public

Purpose of the Report

- Executive is requested approve the proposed Local Discretionary Rates Relief Scheme.

1 Report Details

- 1.1 At the Spring Budget in March 2017 the Government announced the establishment of a £300m discretionary fund payable over four years from 2017/18 to support those businesses that face the steepest increases in their business rates bills as a result of the 2017 revaluation.
- 1.2 The intention is that every billing authority in England will be provided with a share of the £300m to support their local businesses. Billing authorities are expected to use their share of the funding to develop their own discretionary relief schemes to deliver targeted support to the most hard-pressed ratepayers.
- 1.3 Bolsover District Council will receive the following over the four financial years from 2017/18:

2017/18	2018/19	2019/20	2020/21
£237,000	£115,000	£47,000	£7,000

- 1.4 The Government expects that billing authorities will deliver the scheme through the use of their discretionary relief powers under Section 47 of the Local Government Finance Act 1988, as amended. Billing authorities will be compensated through a Section 31 grant for the cost to the authority of granting the relief, up to a maximum amount based on the authority's allocation of the £300m fund.
- 1.5 As per the DCLG's consultation the conditions will require the grant to be used to support only ratepayers facing an increase in their bills following revaluation after all other types of adjustments have been applied. They also stated "further assume, by and large, more support will be provided to":

- Ratepayers that face the most significant increase in bills;

- Ratepayers occupying lower value properties, i.e. properties with a rateable value below £200,000).

1.6 The proposed scheme is attached in Appendix 1.

2 Conclusions and Reasons for Recommendation

2.1 The report seeks agreement to introduce the proposed Local Discretionary Business Rates Relief Scheme, in accordance with the Government's establishment of funding.

3 Consultation and Equality Impact

3.1 The Government stated that we must consult with the major precepting authorities on the scheme.

3.2 Details of the proposed scheme have been issued to Derbyshire County Council, and Derbyshire Fire and Rescue Service.

4 Alternative Options and Reasons for Rejection

4.1 A scheme that is more generous than the one proposed would result in expenditure greater than the grant which we will receive and incur the Authority in additional expenditure. A scheme less generous would result in businesses having to pay more and the Authority having to return the under spend to the Government.

5 Implications

5.1 Finance and Risk Implications

5.1.1 Based on initial analysis of the Business Rates database the cost of the proposed scheme would be contained within the grant allocation from the Government which means there is no financial cost to the Authority.

5.2 Legal Implications including Data Protection

5.2.1 The Authority is legally obliged to have a scheme in place.

5.3 Human Resources Implications

5.3.1 There are no issues arising directly from this report.

6 Recommendations

6.1 That Executive approve the proposed Local Discretionary Business Rates Relief Scheme as set out in Appendix 1 of this report.

7 Decision Information

<p>Is the decision a Key Decision? A Key Decision is an executive decision which has a significant impact on two or more District wards or which results in income or expenditure to the Council above the following thresholds: <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>Is the decision subject to Call-In? (Only Key Decisions are subject to Call-In)</p>	Yes
<p>District Wards Affected</p>	N/A
<p>Links to Corporate Plan priorities or Policy Framework</p>	Strategic Organisational Development - Continually improving our organisation

8 Document Information

Appendix No	Title
1	Proposed Local Discretionary Business Rates Relief Scheme
<p>Background Papers (These are unpublished works which have been relied on to a material extent when preparing the report. They must be listed in the section below. If the report is going to Cabinet (NEDDC) or Executive (BDC) you must provide copies of the background papers)</p>	
<p>Report Author</p>	
<p>Contact Number</p>	
Billing and Recovery Manager Assistant Director – Finance, Revenues & Benefits	2432 7658

Report Reference –

Proposed Discretionary Business Rates Relief Scheme**1. Introduction**

1.1 This document identifies the legislation and outlines the guidance for the award of discretionary business rate relief under the funding provided in the Spring Budget 2017 to address exceptionally large increases due to the 2017 revaluation. It is formulated so that any award is fair and consistent and in accordance with the regulations. It will ensure that:

- Procedures and controls are adhered to
- Customers are respected and dealt with equitably.

2. Background

2.1. The Government has undertaken a revaluation of all commercial premises from 1 April 2017. All premises were assigned a new rateable value by the Valuation Office, which is used to calculate the level of business rates charged to the occupier. The last time properties were reassessed was in 2010. The revaluation in 2017 has resulted in some values increasing significantly.

2.2. At the Budget on 8 March 2017, the Chancellor announced that the Government would make available a discretionary fund of £300 million over four years from 2017/18 to support those businesses facing the steepest increases in their business rates bills as a result of the revaluation. The Chancellor stated that local government is best placed to determine how this fund should be targeted and administered to support those businesses and locations within their area that are in the greatest need.

2.3. The Government's intention is that every billing authority in England will be provided with a share of the £300 million to support their local businesses. This will be administered through the Council's discretionary relief powers.

2.4. Under Section 47 of the Local Government Finance Act 1988 the billing authority has the discretionary power to award relief on business rates where "it is satisfied that it would be reasonable to do so having regard to the interests of persons liable to pay council tax set by it".

2.5. The funding is provided over a four year period but decreases proportionately for each year.

2017/18	2018/19	2019/20	21/22
£237,000	£115,000	£47,000	£7,000

- 2.6. Councils will be compensated for any relief granted under section 31 of the Local Government Act 2003.
- 2.7. Billing authorities are required to consult with the major precepting authorities when formulating their scheme.
- 2.8. The DCLG's conditions require the grant to be used to support only ratepayers facing an increase in their bills following revaluation after all other types of adjustments have been applied. They also state " further assume, by and large, more support will be provided to":
- Ratepayers that face the most significant increase in bills
 - Ratepayers occupying lower value properties i.e. properties with a rateable value below £200,000
- 2.9. The rules relating to State Aid apply and these limit the amount of support that may be provided to an undertaking of €200,000 over a three year period.

3. Proposed Scheme

3.1. Discretionary Business Rate Relief

In line with the Government's recommendations following consultation, the Council will provide support only to those ratepayers who are facing an increase in their bills following the 2017 revaluation. This is a condition of the grant. More support will be provided to:

- Ratepayers that face the most significant increases in bills; and
- Ratepayers occupying lower value properties.

3.2. Qualifying Criteria

3.2.1. In assessing potential entitlement to relief under this scheme the Council will compare:

- The rate liability of the ratepayer as at 31 March 2017 after any reliefs and reductions; and
- The rate liability of the ratepayer as at 1 April 2017 after any reliefs and reductions.

3.2.2. Relief will be awarded where:

- The charge at 1 April 2017 is greater than the charge at 31 March 2017, subject to the conditions detailed below at 3.3.
- The ratepayer was in occupation on 31 March 2017 and 1 April 2017.

3.2.3. Relief **will not** be awarded in the following cases:

- Any property where there **has not** been an increase in bills following revaluation.
- Any property with a rateable value over £200,000.
- Any property that is empty/ unoccupied.
- Any property where the ratepayer took up occupation after 1 April 2017.
- The ratepayer is in receipt of any sort of relief, such as mandatory or discretionary relief, rural rate relief, partially occupied relief, small business rate relief, supporting small business relief.

3.2.4. In addition, relief **will not** be awarded to properties that are wholly or mainly occupied by:

- The Billing Authority (Bolsover District Council).
- Precepting authorities i.e. Derbyshire County Council, Derbyshire Police Authority, Derbyshire Fire Authority and Parish Councils.
- Government departments, government agencies and other similar supported bodies funded from the public purse.
- Financial services including banks, building societies, cash machines, ATMs, foreign exchange bureaus, betting shops, pawn brokers, cheque encashment and pay day lenders.
- Other services including estate agencies, letting agents, employment agencies.
- Charity shops.
- Medical services, including doctors' surgeries/ hospitals. dentists, osteopaths, vets.
- Professional services, including solicitors and law firms/ agencies, accountants, insurance agents/ financial advisers, tutors.
- Telecommunication hereditaments including cable and networking.
- Power generators.

3.3. Calculation of relief

3.3.1. There will be six bands as below dependent upon the amount of increase in the rate bill. The scheme is itemised below for the four years from 2017/18 to 2020/21. The scheme differs each year in accordance with the reduced funding.

2017/18

£100.00 or less	Full relief
Between £100.01 and £600.00	Full relief
Between £600.01 and £1500.00	£600.00
Between £1500.01 and £3000.00	£1000.00
Between £3000.01 and £4000.00	£1500.00
Over £4000.01	£2000.00

2018/19

£100.00 or less	No relief
Between £100.01 and £600.00	Relief reduced by 50%
Between £600.01 and £1500.00	£300.00
Between £1500.01 and £3000.00	£500.00
Between £3000.01 and £4000.00	£750.00
Over £4000.01	£1000.00

2019/20

£100.00 or less	No relief
Between £100.01 and £600.00	No relief
Between £600.01 and £1500.00	£150.00
Between £1500.01 and £3000.00	£250.00
Between £3000.01 and £4000.00	£325.00
Over £4000.01	£500.00

2020/21

£100.00 or less	No relief
Between £100.01 and £600.00	No relief
Between £600.01 and £1500.00	No relief
Between £1500.01 and £3000.00	No relief
Between £3000.01 and £4000.00	£50.00
Over £4000.01	£150.00

3.4 Notice Periods

The Non Domestic Rating (Discretionary Relief) Regulations 1989 (S.I. 1989/1059) require the Council to provide ratepayers with at least one year's notice in writing before any decision to revoke or vary a decision so as to increase the amount of business rates the ratepayer has to pay takes effect. Such a revocation or variation of a decision can only take effect at the end of a financial year.

Within the Government regulations, local authorities may still make decisions that are conditional upon eligibility criteria or rules for calculating relief that allow the amount of relief to be amended within the year to reflect changing circumstances. Therefore, in the event of a change in circumstances, including a change to the rating list for the property concerned, retrospective or otherwise, the relief can be recalculated if the rateable value changes. No additional relief will be granted as a result of the rateable value increasing on or after 1 April 2017.

3.5 State Aid

State Aid law is the means by which the European Union regulates state funded support to businesses. Providing discretionary relief to ratepayers is

likely to amount to State Aid. However, the support to ratepayers will be State Aid compliant where it is provided in accordance with the De Minimis Regulations (1407/ 2013).

The De Minimis Regulations allow an undertaking to receive up to €200,000 of De Minimis aid in a three year period (consisting of the current financial year and the two previous financial years).

To administer De Minimis the Council needs to establish that the award of aid will not result in the undertaking having received more than €200,000 of De Minimis aid.

3.6 Managing the Process

Any consideration to award a business rate relief under this policy must meet Central Government's criteria set out in this policy. All applications will only be considered after the signing of the State Aid declaration form and there must be some evidence that the increase in business rate liability will cause financial hardship. The financial support drops dramatically over the four years that the Government is funding.

Applications must use the standard form with additional supporting information attached.

It is a discretionary scheme and there is no right of appeal on any decision made.

3.7 Delegation

The Billing and Recovery Manager will ensure that sufficient information is provided to enable a decision to be made.

The Billing and Recovery Manager will determine whether to award discretionary relief.

3.8 Notification of Decision

The Council will notify the applicant of the decision within 10 days of the determination. The notice will state the period of relief/ discount.